



Fall 2023 Program Review Report

Division/Area Name: CalWORKs	For Planning Years: 2024-2025
Name of person leading this review: Ramón Castillejo	
Names of all participants in this review: Pamela Ford, Cheryl Gonzales, Marisela Corona, and Diane Martinez	
Part 1. Program Overview: <i>Briefly describe how the program contributes to the district mission</i>	
<p><u>Antelope Valley College Mission:</u> “Antelope Valley College, a public institution of higher education, provides a quality, comprehensive education to a diverse population of learners. We are committed to student success offering value and opportunity, in service to our community.”</p> <p><u>CalWORKs Program Mission:</u> “The mission of the CalWORKs program is to assist the students in their educational and personal goals. CalWORKs students are provided education and job training to enhance their marketable skills that are necessary to make a smooth transition from welfare dependency to long-term self-sufficiency.”</p> <p>The CalWORKs program at Antelope Valley College plays a crucial role in advancing the college's mission by ensuring that a diverse range of learners, including individuals and families with limited financial resources, gain access to a quality education and attain success. Through the provision of comprehensive support services such as counseling, and job placement assistance, CalWORKs empowers students facing economic challenges, aligning with the college's commitment to fostering student success. The CalWORKs program enhances the college's community impacts and exemplifies its dedication to inclusivity, accessibility, and growth of its students, thus advancing the college's mission of delivering high-quality education to all.</p>	
Part 2A: Analyze the <u>program review data</u> (retrieval instructions), including equity data and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, licensure exam scores, & job placement) to identify the program Strengths, Opportunities & Aspirations:	
<p>Use the following questions to guide your analysis:</p> <p>Overall (Use the <i>Program Review</i> tab to inform your analysis)</p> <ul style="list-style-type: none"> • What are the success and retention rates (S&R) for your discipline? Did they decrease or increase in the last year? • What are the trends for the number of awards granted? Are the number of awards going up or down? <p>Equity (Use the <i>S & R by Demographic Group</i> or the <i>Equity</i> tab to inform your analysis)</p> <ul style="list-style-type: none"> • Which racial/ethnic student groups complete their courses at the highest rates? • Which racial/ethnic student groups experience the largest gaps when compared to the highest-performing group? Analyze the trends across the last review period. If no equity gaps are present, please reflect on the strategies that are working in the <i>Strengths and Accomplishments</i> section. 	
Strengths and Accomplishments: <i>(Include your data analysis of success, retention, enrollment, completion rates OR other relevant metrics in your response.)</i>	
<p>The CalWORKs program support staff has consistently delivered outstanding student support services to program participants, as reflected in our latest survey results. In the survey conducted in the Fall of 2023 which received 106 program respondents, 76.19% of respondents were very satisfied with the services they</p>	

received from their CalWORKs program technicians. The CalWORKs program counselors continue to be instrumental in supporting and enhancing the CalWORKs student experience. Counselors have successfully helped students identify their educational or career goals based on their personal interests, skills, and academic potential. The survey responses demonstrate that, 85.71% of respondents were very satisfied with services received from their CalWORKs counselors. Additionally, 80.95% of respondents strongly agreed that the counseling contact provided by CalWORKs was beneficial.

Furthermore, we are proud to report that 78.10% of program respondents strongly agreed that CalWORKs has assisted them in moving towards (or reaching) their educational goals. Comments included: (1) When I first started at AVC I had no clue on what I wanted to major in. They assisted me with making the best decision for my career. (2) The counseling has helped me feel comfortable that I'm not taking courses I don't need. The ancillary funds help me focus on school not my financial situation. (3) Thank You. CalWORKs is the reason I can attend school.

Our student survey concluded that students found the following CalWORKs program services to be most beneficial: 94.17% of respondents found transportation assistance beneficial, 89.32% Priority Registration, 76.10% meal cards and 70.87% counseling services.

The CalWORKs program hired a full-time CalWORKs Director in April of 2023 which was a goal the program aspired to accomplish in last year's program review. This successful addition to the program has helped provide the program with a foundation and renewed energy to serve students. The CalWORKs program has remained committed to increasing program enrollments. The team participates and collaborates with other student services programs and events in an effort to promote the CalWORKs program across campus and the community. Currently, in the Fall of 2023 the CalWORKs program has risen to 331 students an increase of 45% since the Fall of 2022.

Opportunities and Challenges: *(Include your data analysis of success, retention, enrollment, completion rates OR other relevant metrics in your response.)*

The CalWORKs program will work towards overcoming two main challenges that are supported by the student survey. First, the CalWORKs program faces the challenge of increasing the percentage of service referrals used. The survey determined that although the CalWORKs staff referred students to numerous student services and resources on campus, actual usage was crucially low. One main example can be identified as tutoring services, such as math, writing and general. Unfortunately, only 15.15% of 33 students referred to math tutoring used the service, 28.21% of 39 students referred to writing tutoring used the service, and only 21.21% of 42 students referred to general tutoring used the service. These are only a few of many examples of referrals that CalWORKs staff made and were not used by the students.

The second challenge that CalWORKs program will work to improve is provide more student workshops led by student interest and college visits. The student survey indicates that 50% of respondents would like to see more workshops provided by the CalWORKs program. 44.68% of student survey respondents would also like to have college field trips offered by the program.

The CalWORKs program will use this data to identify strategies to improve on the two challenges presented. However, these challenges also present positive opportunities for the CalWORKs program. One opportunity is increased collaboration with other campus student services and resources. CalWORKs can work with the Learning Center to deliver tutoring workshops directed to CalWORKs students. There is also an opportunity to partner with the other categorical programs such as EOPS and STAR to plan college trips and workshops since many students are shared across the three programs.

Aspirations: *(Include your data analysis of success, retention, enrollment, completion rates OR other relevant metrics in your response.)*

The CalWORKs program aspires to be known for its unwavering commitment to fostering student success and self-sufficiency among recipients of California's welfare-to-work program, CalWORKs. We envision a future where we can make a substantial impact by empowering students to overcome adversity and achieve academic and career goals. This includes being recognized for:

- Providing a supportive and inclusive environment where students can thrive academically and personally.
- Empowering students to break the cycle of poverty by gaining education, job skills, and self-sufficiency.
- Being a source of hope and opportunity for students facing economic hardship.
- Building, collaborating, and strengthening partnerships with local agencies, employers, and community organizations.

Part 2B: (Required for CTE) External Data: Advisory Committee Recommendations & Labor Market Data

Not Applicable

Part 2C: Review and comment on progress toward past Course Improvement Plans

CalWORKs does not develop Course Improvement Plans (CIPs) because it is a non-academic program. However, as a student services program CalWORKs should develop Operational Outcomes and action plans that can be reviewed and presented in its annual program review. Unfortunately, due to a management and leadership transition no Operational Outcomes were established for the academic year 2023-2024. As of April of 2023, a permanent CalWORKs Director has been hired and Operational Outcomes for 2024-2025 will be developed and submitted to the Outcomes Committee.

Part 2D: Review and comment on progress towards past program review goals:

List your past program review goals and progress towards those goals.

Past Goal	Progress Made
Creating relationships with community agencies for competitive placement to assist students with career opportunities that lead to financial self-sufficiency.	CalWORKs continues to build relationships with community agencies by attending community events such as job fairs and resources events. CalWORKs has also been a part of the Learning Aligned Employment Program (LEAP) meetings. The LEAP is still in the planning and no placements have been made. The CalWORKs program continues to successfully place CalWORKs students in work study assignments throughout the campus in various departments.
Create workshops to support employment and enhance job placement opportunities.	CalWORKs has identified key topics and student needs and has begun work on developing workshops to be presented beginning in the Spring of 2024. Some of the workshops will address skills like resume writing, job preparation and other important life skills.
Hire a Job Placement Specialist for CalWORKs program.	Hiring a Job Placement Specialist for CalWORKs is still a goal for our program. We are not sure where in the process this request is, but we will continue to request this position be granted. However, we will build relationships with community agencies to collaborate and use their resources and expertise to serve our student needs.

Part 3: Based on Part 2 above, please list program/area goals for 2023-2024:

Program /Area Goal #	Goal Supports which:				ESP Goal Primarily Supported:	Goal (Student-focused)	Steps to be taken to achieve the goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO	SLO	OO				
#1	ILO 4. Career and Specialized Knowledge				Goal 2: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services	To provide CalWORKs students access to positive learning opportunities such as university campus visits, conferences, and events.	<p>1. <u>Staff and Logistics</u>: Assign program staff to identify campus visits, conferences, and events. Coordinate logistics for each event, including transportation and any necessary accommodations.</p> <p>2. <u>Create a Calendar</u>: Develop a yearly calendar of planned activities, ensuring a variety of opportunities throughout the academic year.</p> <p>3. <u>Communication</u>: Establish effective communication channels to inform CalWORKs students about upcoming opportunities, including emails, newsletters, and social media.</p> <p>5. <u>Feedback</u>: Implement a feedback mechanism to gather input from participants, helping to improve and tailor future opportunities.</p>	<p>Increased participation rates in positive learning opportunities.</p> <p>Positive feedback and testimonials from CalWORKs students.</p> <p>Tracking the number of students who attend university campus visits, conferences, and events.</p>
#2	ILO 2. Creative, Critical, and Analytical Thinking				Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills	To increase workshop opportunities for CalWORKs students. Workshops will include life skills, student success strategies, and personal development topics.	<p>1. <u>Identify Workshop</u>: Survey CalWORKs students to identify life skills, student success strategies, and personal development topics of interest.</p>	<p>Increased attendance and participation in workshops.</p> <p>Positive feedback and improvement in students' skills related to workshop topics.</p>

						<p>2. <u>Collaborate with Experts:</u> Invite experts or professionals to conduct workshops on identified topics.</p> <p>3. <u>Schedule Workshops:</u> Develop a schedule for workshops throughout the academic year, ensuring flexibility for students' varied schedules.</p> <p>4. <u>Promotion:</u> Effectively market workshops through multiple channels, emphasizing the practical benefits of attendance.</p> <p>5. <u>Feedback and Improvement:</u> Collect feedback after each workshop to assess its effectiveness. Use feedback to improve future workshops.</p>	Survey results indicating satisfaction with workshop content and delivery.
#3	ILO 3. Community /Global Consciousness			Goal 1: Commitment to strengthening institutional effectiveness measures and practices	To improve the usage of CalWORKs student resource and service referrals.	<p>1. <u>Awareness:</u> Develop an awareness campaign to inform students about available resources and services through various communication channels.</p> <p>2. <u>Personalized Assistance:</u> Implement a system for personalized assistance, such as counseling sessions or workshops, to guide students on utilizing resources and services</p>	<p>Increased utilization of CalWORKs student resources and services.</p> <p>Decreased barriers reported by students in accessing resources.</p> <p>Positive feedback on the effectiveness and impact of resources and service.</p>

						<p>based on their individual needs.</p> <p>3. <u>Monitoring and Follow-Up</u>: Regularly monitor the usage of resources and services. Follow up with students to understand their experiences and address any challenges.</p> <p>4. <u>Feedback</u>: Establish a feedback tool for students to provide input on the effectiveness of resources and services, adjusting as needed.</p>	
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Part 4: Resource Requests that Support Program Goals (Based on the above analysis, please use the following space to document resource requests)

Type of Resource Request	Summary of Request	Which of your Program/area goals (Part 3) does this request support?	New or Repeat Request	Amount of Request, (\$)	One-Time or Recurring Cost, (\$)	Contact's Name
Classified Staff	Job Placement Specialist	#1, 2 and 3	Repeat	\$48531.59	Recurring	Ramón Castillejo
Choose an item.			Choose an item.		Choose an item.	
Choose an item.			Choose an item.		Choose an item.	

*****REQUIRED: After gathering the information above, fill out your RESOURCE REQUESTS to be shared with the Budget Committee:**
https://www.surveymonkey.com/r/2023PR_ResourceRequest

Part 5: Insert your Program Review Data here and any other supporting data. (See Part 2A above).

Required:

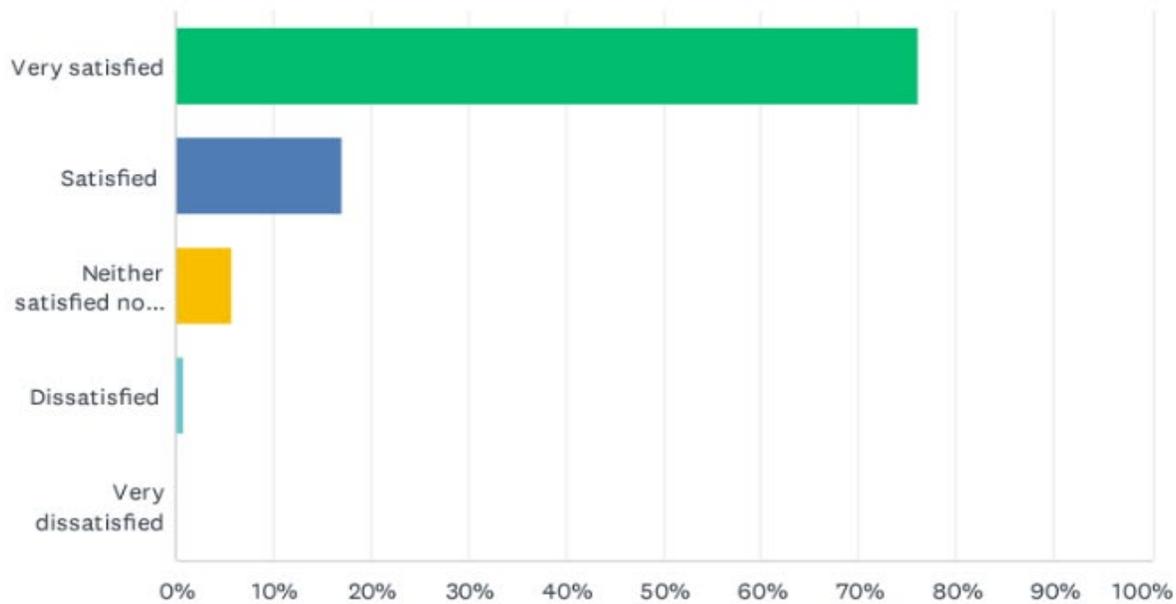
- Program Review tab
- S&R by Demographic Groups tab

Optional:

- Other supporting data/information

Q14 How satisfied were you with the services you received from your CalWORKS Technician?

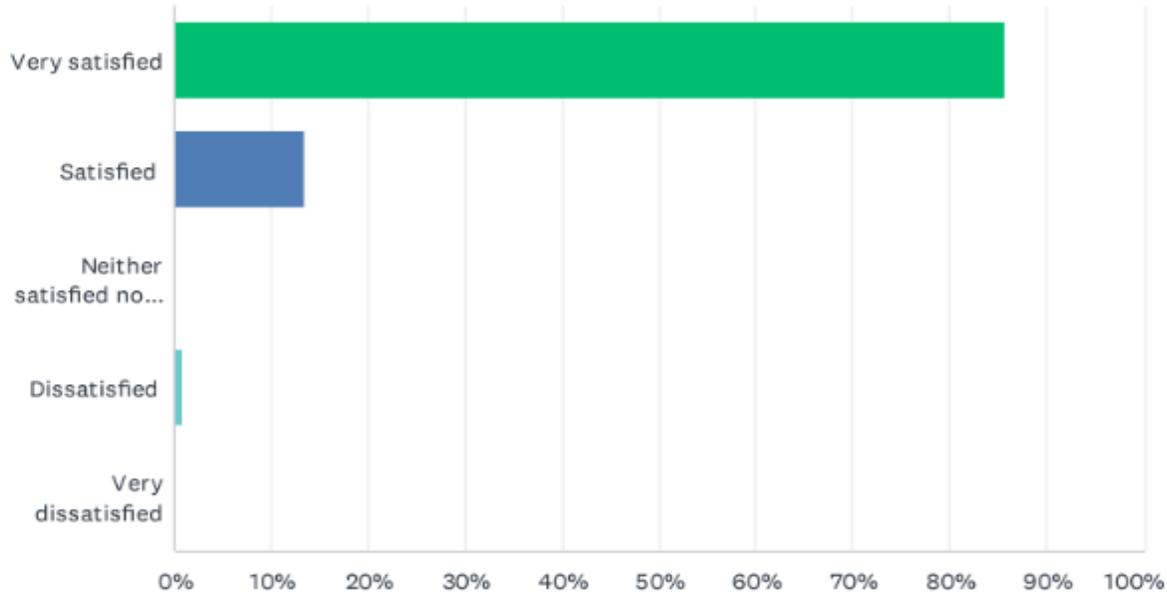
Answered: 105 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	76.19%	80
Satisfied	17.14%	18
Neither satisfied nor dissatisfied	5.71%	6
Dissatisfied	0.95%	1
Very dissatisfied	0.00%	0
TOTAL		105

Q13 How satisfied were you with the services you received from your CalWORKS counselors?

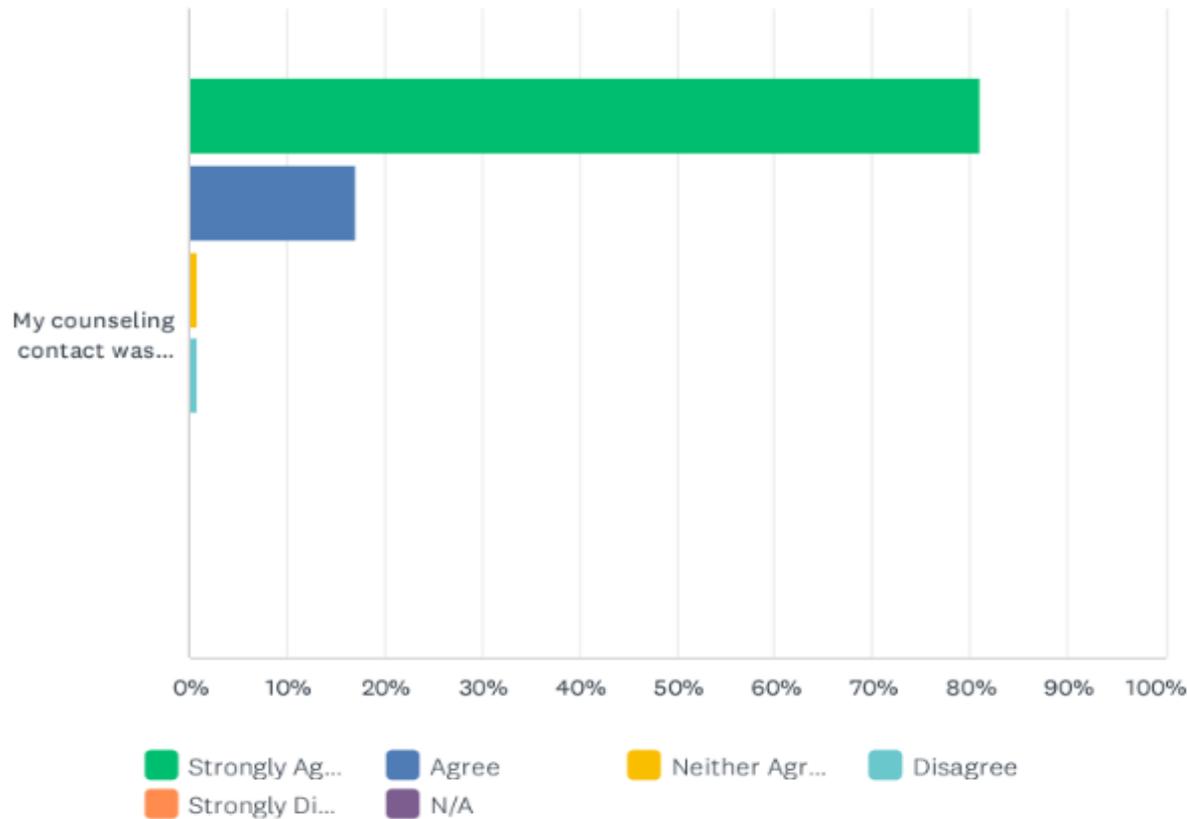
Answered: 105 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	85.71%	90
Satisfied	13.33%	14
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.95%	1
Very dissatisfied	0.00%	0
TOTAL		105

Q18 The required counseling contact is designed to help you identify educational and career goals and establish and update your educational plan. Please rate your level of agreement with the following:

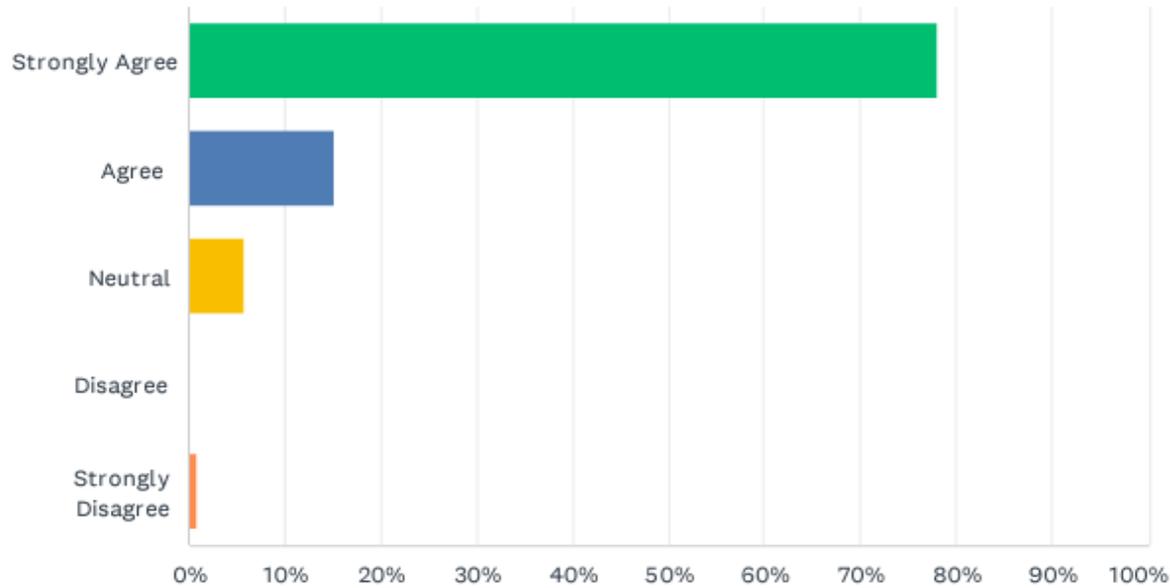
Answered: 105 Skipped: 1



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL
My counseling contact was beneficial	80.95% 85	17.14% 18	0.95% 1	0.95% 1	0.00% 0	0.00% 0	105

Q24 CalWORKS has assisted me in moving towards (or reaching) my chosen educational goal.

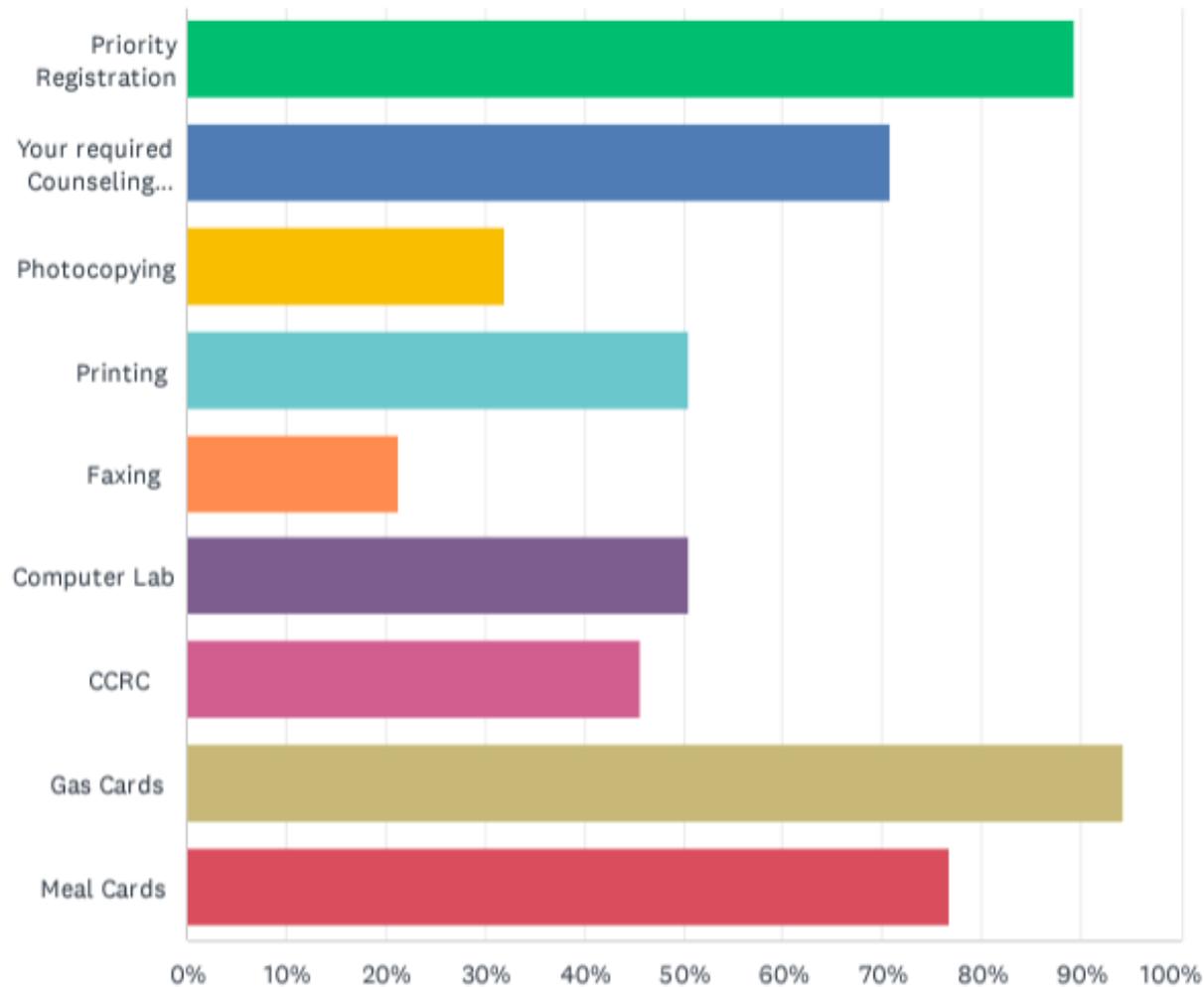
Answered: 105 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	78.10%	82
Agree	15.24%	16
Neutral	5.71%	6
Disagree	0.00%	0
Strongly Disagree	0.95%	1
TOTAL		105

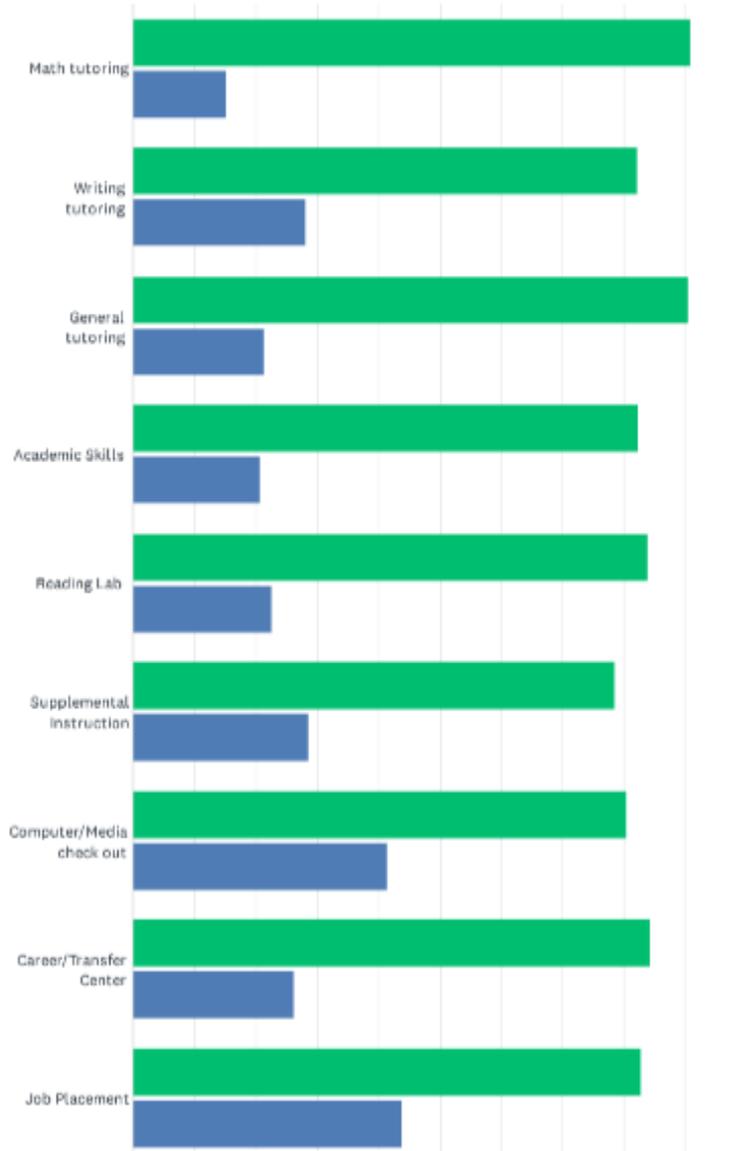
Q20 What services from the CalWORKs program did you find most beneficial? (check all that apply)

Answered: 103 Skipped: 3

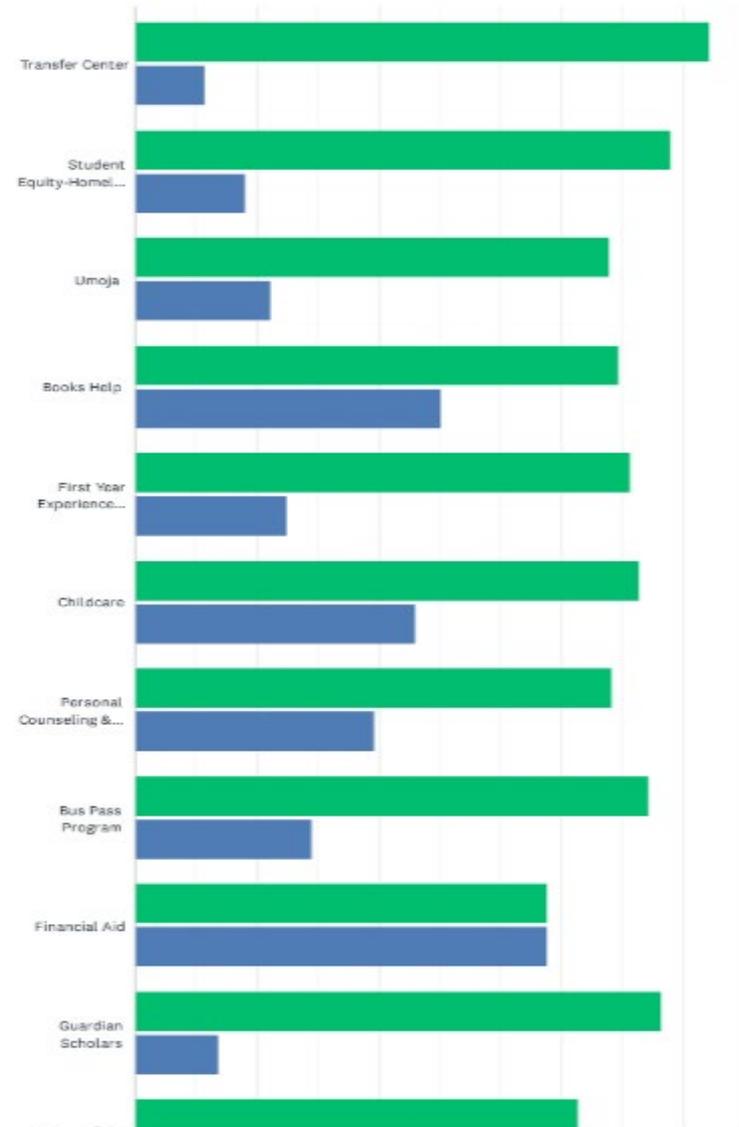


Q15 For which services, if any, did a CalWORKS staff member refer you and which of those services did you use? (Check all that apply)

Answered: 97 Skipped: 9



CalWORKS Program Survey 2023



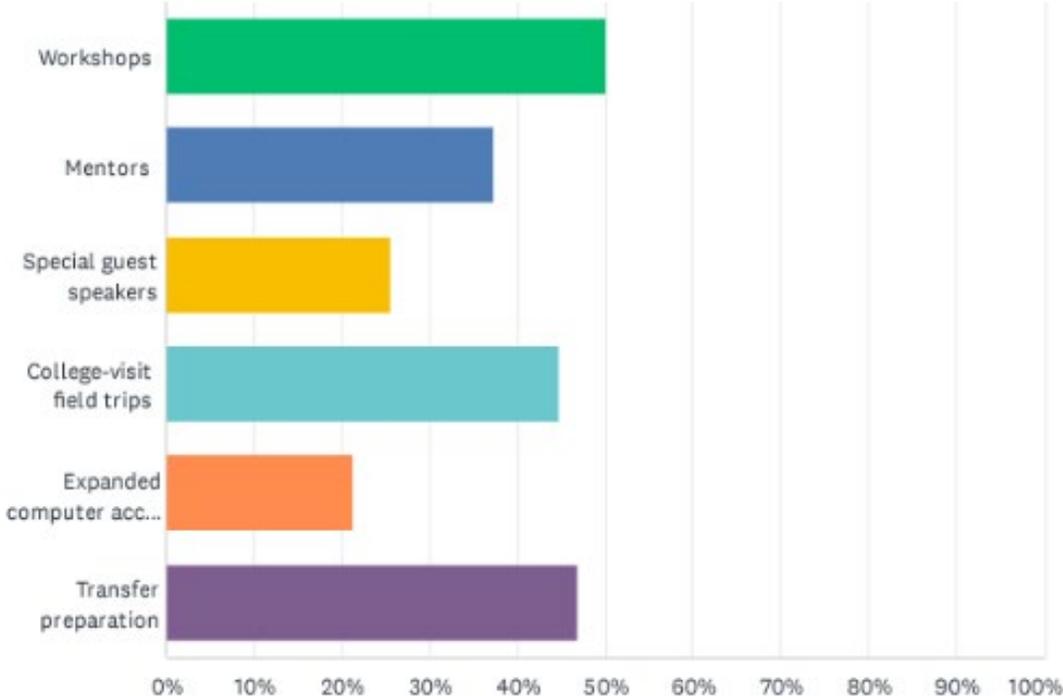
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CalWORKS Program Survey 2023



Q21 What additional CalWORKs services would you like to see provided? (Select your top three)

Answered: 94 Skipped: 12



ANSWER CHOICES	RESPONSES	
Workshops	50.00%	47
Mentors	37.23%	35
Special guest speakers	25.53%	24
College-visit field trips	44.68%	42
Expanded computer access	21.28%	20
Transfer preparation	46.81%	44