

#18

COMPLETE

**Collector:** Email Invitation 1 (Email)  
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**Time Spent:** Over a week  
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Page 1: I. Program Overview and Update

**Q1 Service Area(s) Reviewed:**

CalWORKs

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**Q2 Lead Author and Collaborators:**

Sheryl Ashley

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**Q3 Lead/Dean:**

Agustin Orozco

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**Q4 Service Area Update (Required):** Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review annual update. Note you can access previous years' program reviews here (requires a District username and password).

Hired fulltime counselor. In the process of hiring an account clerk to assist with bookkeeping.

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Page 2: II. Student Learning Outcomes/Student Services Outcomes Assessment Reflection

## Student Services Program Review Annual Update

**Q5** Please provide a summary of your service area's student learning outcome (SLO) and student services outcome (SSO) assessment efforts and findings from 2017/18. For assistance locating assessment information stored in TracDat, please contact the Institutional Effectiveness, Success, and Equity Office at [brianna.hays@gcccd.edu](mailto:brianna.hays@gcccd.edu).

CalWORKs SSOs for 2017-2018

1. Provide a welcoming and supportive environment which provides information and advocacy regarding CalWORKs requirements and maintaining eligibility.

Fall semester 2018 we implemented the requirement that all students must show an ID for all transactions. This is a FERPA regulation that we had not up to last semester enforced. Some students were upset but this is required in all other Student Services areas so it was not a shock. Problems arise periodically when a husband or wife wants to submit or receive paperwork for the other.

2. Continue case management style monitoring and counseling students with increased focus on career development/job skills.

Counselors meet regularly with students for long term planning with a focus on an employable major. Students must be able to articulate how they plan to use their degree for employment after graduation. Unfortunately, most students time off or become ineligible by the time they graduate so we're not able to know how this has worked out for them unless they come back and tell us. Former students do come by occasionally to let us know how they are doing. Some choose not to transfer and some are not working in their major area. Their main focus is to get a job that will help support their family with most County support going away. However, there are many former CalWORKs students working in the District, which is particularly satisfying.

3. Expand the use of technology for keeping students informed and collaborating with on and off campus partners.

Email is our most used form of communication with students that is somewhat effective. Signs are posted in our office to alert students of deadlines or scholarship opportunities or changes in procedures. A goal this year is to get the monitor in our office functioning for program updates.

We have regular meetings with the Welfare-to-Work contractor, PCG, along with Grossmont CalWORKs. We are able to troubleshoot any issues and come up with collaborative decisions.

Have been able to place work study students in new offices this year due to reaching out.

4. Increase the number of students receiving CalWORKs work study on campus.

We placed 55 students in work study positions in 2017-2018. This is up from 48 in 2016-2017. This is a 13% increase despite our overall student numbers being down for 2017-2018 by 19%. Placements depend on the quality of students that apply and available positions. Since most of our students are ESL students, it is often difficult to place them if they don't have high enough English skills. Also, the majority of our women students have never worked before. We are excited when they get hired and do well. Most seem to blossom when given the opportunity. This will be an ongoing SSO.

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**Q6** OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Respondent skipped this question**

## Student Services Program Review Annual Update

**Q7** How did (or will) your service area use its 2017/18 SLO and SSO assessment findings to advance student success and improve services to students?

1. A survey will be developed to administer to students in Spring semester to troubleshoot for areas that might need to be improved or receive suggestions to better serve students.
2. Career development was a focus during a three week Intersession set of workshops for students. Although we had a low attendance, those that did attend really liked the offerings. Planning is being done to provide similar and more workshops during the summer semester. If our students do not take classes, they are still required to have some activity during the breaks between semesters.
3. Work has begun on a PowerPoint slideshow for the monitor in the CalWORKs office. Will contact AV staff for assistance in getting the monitor connected to a computer, which may need to be purchased.
4. Work study placements for 2018-2019 are hire than same compared to last year. There are 47 placed this year compared to 41 last year. That's a 13% increase. All eligible students have been placed. The requirement for a 25% match has been an issue each year. We often have to request additional funding from the general fund to help as the budget is never enough due mainly to increasing pay rates. The match budget was increased substantially this year that has relieved the stress of trying to find the match. This allowed us to place more students this year. Hopefully, the budget can be increased similarly in the next fiscal year.

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**Q8** OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Respondent skipped this question**

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**Q9** What are your service area's assessment plans (i.e., which SLOs and/or SSOs will be assessed) for 2018/19?

Program Goals for 2018-2019:

1. Prepare new student satisfaction survey

As mentioned before a survey will be created and administered during spring semester for student feedback. We plan to do this by paper and electronically. This will be an ongoing SSO.

2. Create paperless office through scanning.

Since moving into our current office space, we have had trouble getting the scanner set up and realized that it should be on the Student Services Specialist's desk. Since that scanner is now over five years old, we have ordered a new one that will be placed on the Student Services Specialist's desk. Once the scanner is up and running, archived files will be scanned and shredded. Current files will still be utilized for active students. This is for ease of access for all that need access to the file and enter progress notes. This will be an ongoing activity but not necessarily an ongoing SSO.

3. Increase the number of students receiving CalWORKs work study on campus.

The overall budget has increased to the point that we could support many more work study students. Will be doing more outreach to potential work study sites to accommodate additional student workers. This will be an ongoing SSO.

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**Q10** OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Respondent skipped this question**

### Page 3: III. Student Achievement and Institutional Effectiveness

**Q11** Please review any research data and/or reports for your service area and summarize the findings and implications for practice.

CalWORKs students are made up of mostly Iraqi English language learners. They mostly identify as white. The college's data does not differentiate for Middle Eastern students. CalWORKs keeps a database and disaggregates students by self-disclosed ethnicity and native language. For 2017-2018, the college's comparison report indicates that CalWORKs students are 80% white. However, our database indicates Middle Eastern students made up 88.6% (591 students) of the students we served. We actually only had 3.9% of our students who were white non-Middle Eastern (23 students). This means that we must have sufficient staff that speak Arabic to serve our students well. This is both student workers and counselors. In 2018-2019, we have had a few new students from Iran, Afghanistan, and Syria. Some of those students speak Farsi and Pashto for which we have no translators. If this trend continues, we'll need to provide information translated into additional languages. Student workers often serve as translators for non-Arabic speaking counselors. However, for 2018-2019 we were able to hire NANCE Interpreters to work on days the non-Arabic-speaking counselors work. This relieves our student workers for the more experienced interpreters who are both former CalWORKs students and student hourly workers. We also offer information translated into Arabic.

Our students are older than the average college student. The majority of our students (55.6%) are between the ages of 25 and 39 (328 students) with the average age of 38 and 41% are 40 or over (242 students). The age range of our students is 20 to 66. The majority of average college students are aged from 20 to 24. The majority of CalWORKs students come to Cuyamaca to learn English. Quite a few continue on for degrees but most lose eligibility before they are ready to graduate and unfortunately drop out. Accelerated ESL has shortened this window for our students. We noticed in 2018-2019 that some students think the accelerated ESL is too hard and tend to drop those classes. We have lost some students to other campuses that have not yet accelerated their curriculum. However, we know that all colleges will eventually have accelerated ESL and they will have no choice.

Similar to the average college student, the majority of our students have degree/transfer as their educational goal. CalWORKs students have a slightly higher retention rate (91% vs. 87.6%) and significantly higher persistence rates (85% vs. 59.8%). This may be due to the supportive services they receive from the County and from the college CalWORKs program.

The majority of our students are enrolled in 12 units or more (62.7% vs. 43%) and between 9 and 11.9 units (22.1% vs. 17.4%) whereas the average college student is between 0.1 and 5.9 (21.6% vs. 20%) and 12 or more units. Completion rate for CalWORKs students in 12 or more units is almost double the average college student (49.2% vs. 28.6%) as well as the other categories of units completed. Most of our students do not work and are able to concentrate their time on classes. CalWORKs students have a slightly higher semester GPA at 3.24 vs. 2.91.

The majority of CalWORKs students are female at 76.8% compared to 53.5% for the average student. Male and female CalWORKs students have similar retention, success, and persistence rates with females slightly ahead. Compared to the average students CalWORKs students are slightly ahead in all categories. Fall-to-spring persistence rates for female and male CalWORKs are close with females slightly higher (87.3% female vs. 76.9% male) that is much higher than for the average college students (58.8% female vs. 60.8% male) where males are slightly ahead.

Overall CalWORKs students perform better because of the supportive services they receive from the County and intensive counseling as well as their desire to succeed for their family's sake. We see students every semester checking in to see that they are on track toward their goals and intervening if any issues or problems arise either at the college or with the County.

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**Q12** OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**CalWORKS (CC) Comparison Report - 2018 2.pdf (872.1KB)**

## Student Services Program Review Annual Update

**Q13** What steps will the service area take to improve services and/or outcomes (e.g., course success, persistence, degree/certificate completion, or transfer) for the College's disproportionately impacted student groups? To access a detailed report on the College's equity data, [click here](#). To access college-wide student demographic and outcome data, [click here](#).

CalWORKs students already perform better than the average college student because of the supportive services they receive from the County and intensive counseling. They are low income, older students with children and family responsibilities. They seek education to improve employment opportunities. We see students every semester at least once for a one semester plan and again for long term plans if needed. Counselors check in with students to see that they are on track toward their goals and intervening if any issues or problems arise either at the college or with the County. Counselors and staff advocate for students if assistance is needed to resolve issues. Again the majority of our students are Middle Eastern so it is difficult to use the equity data provided as our students identify as white or Asian.

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**Q14** OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

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Page 4: IV. Previous Goals: Update (If Applicable)

**Q15** Would you like to provide an update for your previous program review goal(s)? **Yes**

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Page 5: Previous Goal 1

**Q16** Previous Goal 1:

Middle Eastern male student support group

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**Q17** Link to College Strategic Goal(s): **Student Validation and Engagement**

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**Q18** Goal Status Deleted - Please explain below::  
We lost our male CalWORKs counselor before it could get started.

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**Q19** How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

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**Q20** Please provide the rationale for this goal: **Respondent skipped this question**

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**Q21** Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Student Services Program Review Annual Update

**Q22 \*\*OPTIONAL\*\*** Previous Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

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**Q23** Do you have another goal to update? **Yes**

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Page 6: Previous Goal 2

**Q24** Previous Goal 2:

Deciding on a major workshops

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**Q25** Link to College Strategic Goal(s): **Guided Student Pathways**

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**Q26** Goal Status **Completed**

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**Q27** How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

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**Q28** Please provide the rationale for this goal: **Respondent skipped this question**

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**Q29** Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

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**Q30 \*\*OPTIONAL\*\*** Previous Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

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**Q31** Do you have another goal to update? **No**

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Page 7: Previous Goal 3

**Q32** Previous Goal 3: **Respondent skipped this question**

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**Q33** Link to College Strategic Goal(s): **Respondent skipped this question**

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Student Services Program Review Annual Update

**Q34** Goal Status Respondent skipped this question

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**Q35** How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

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**Q36** Please provide the rationale for this goal: Respondent skipped this question

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**Q37** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q38** **\*\*OPTIONAL\*\*** Previous Goal 3 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

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**Q39** Do you have another goal to update? Respondent skipped this question

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Page 8: Previous Goal 4

**Q40** Previous Goal 4: Respondent skipped this question

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**Q41** Link to College Strategic Goal(s): Respondent skipped this question

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**Q42** Goal Status Respondent skipped this question

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**Q43** How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

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**Q44** Please provide the rationale for this goal: Respondent skipped this question

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**Q45** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q46** **\*\*OPTIONAL\*\*** Previous Goal 4 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

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Student Services Program Review Annual Update

**Q47** Do you have another goal to update? Respondent skipped this question

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Page 9: Previous Goal 5

**Q48** Previous Goal 5: Respondent skipped this question

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**Q49** Link to College Strategic Goal(s): Respondent skipped this question

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**Q50** Goal Status Respondent skipped this question

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**Q51** How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

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**Q52** Please provide the rationale for this goal: Respondent skipped this question

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**Q53** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q54** **\*\*OPTIONAL\*\*** Previous Goal 5 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

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Page 10: V. New Goals (If Applicable)

**Q55** Would you like to propose any new goal(s)? No

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Page 11: New Goal 1

**Q56** New Goal 1: Respondent skipped this question

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**Q57** Link to College Strategic Goal(s): Respondent skipped this question

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**Q58** Please provide the rationale for this goal: Respondent skipped this question

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**Q59** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q60** How will the goal be evaluated? Respondent skipped this question

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**Q61** **\*\*OPTIONAL\*\*** New Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

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**Q62** Do you have another new goal? Respondent skipped this question

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Page 12: New Goal 2

**Q63** New Goal 2: Respondent skipped this question

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**Q64** Link to College Strategic Goal(s): Respondent skipped this question

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**Q65** Please provide the rationale for this goal: Respondent skipped this question

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**Q66** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q67** How will the goal be evaluated? Respondent skipped this question

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**Q68** **\*\*OPTIONAL\*\*** New Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

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Page 13: VI. Resources Needed to Fully Achieve Goal(s)

**Q69** Is the program requesting resources this year to achieve this goal? **No**

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Page 14: V. Faculty Resource Needs

**Q70** Are you requesting one or more faculty positions to achieve this goal? Respondent skipped this question

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Page 15: Faculty Position Request(s)

## Student Services Program Review Annual Update

**Q71** Please remember to complete the Faculty Position Request Form (accessible [here](#), under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located [here](#) (under Staffing Request Information). Brief Description of the Position Requested:

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**Respondent skipped this question**

**Q72** Related Program Goal(s):

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**Respondent skipped this question**

**Q73** Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form [here](#).

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**Respondent skipped this question**

**Q74** Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible [here](#), under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located [here](#) (under Staffing Request Information). Brief Description of Position Requested:

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**Respondent skipped this question**

**Q75** Related Program Goal(s):

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**Respondent skipped this question**

**Q76** Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form [here](#).

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**Respondent skipped this question**

Page 16: VI. Classified Staff Resource Needs

**Q77** Are you requesting one or more classified positions to achieve this goal?

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**Respondent skipped this question**

Page 17: Classified Staff Position Request(s)

**Q78** Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible [here](#), under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

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**Respondent skipped this question**

**Q79** Classified Staff Position 1 Related Program Goal(s):

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**Respondent skipped this question**

## Student Services Program Review Annual Update

**Q80** Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. **Respondent skipped this question**

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**Q81** \*\*\*OPTIONAL\*\*\*Please use the button below to upload the position classification description (obtained from HR). **Respondent skipped this question**

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**Q82** Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested: **Respondent skipped this question**

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**Q83** Classified Staff Position 2 Related Program Goal(s): **Respondent skipped this question**

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**Q84** Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. **Respondent skipped this question**

---

**Q85** \*\*\*OPTIONAL\*\*\*Please use the button below to upload the position classification description (obtained from HR). **Respondent skipped this question**

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### Page 18: VII. Technology Resource Needs

**Q86** Are you requesting technology resources to achieve this goal? **Respondent skipped this question**

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### Page 19: Technology Request(s)

**Q87** Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form **Respondent skipped this question**

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**Q88** Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form **Respondent skipped this question**

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Page 20: VIII. Perkins and Strong Workforce Resource Needs

**Q89** Are you requesting Perkins and/or Strong Workforce resources to achieve this goal?

Respondent skipped this question

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Page 21: Perkins Request and Strong Workforce

**Q90** Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

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**Q91** Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

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Page 22: IX. Supplies/Equipment Resource Needs

**Q92** Are you requesting supplies and/or equipment resources to achieve this goal?

Respondent skipped this question

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Page 23: Supplies/Equipment Request(s)

**Q93** Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

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**Q94** Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

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**Q95** Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

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**Q96** Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

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Page 24: X. Facilities Resource Needs

Student Services Program Review Annual Update

**Q97** Are you requesting facilities resources to achieve this goal? **Respondent skipped this question**

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Page 25: Facilities Request

**Q98** Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: [Facilities Request Form](#) **Respondent skipped this question**

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**Q99** Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here: [Facilities Request Form](#) **Respondent skipped this question**

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Page 26: XI. Professional Development Resource Needs

**Q100** Are you requesting professional development resources to achieve this goal? **Respondent skipped this question**

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Page 27: Professional Development Request

**Q101** Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

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**Q102** Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

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Page 28: XII. Other Resource Needs

**Q103** Are you requesting any other resources to achieve this goal? **Respondent skipped this question**

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Page 29: Other Resource Requests

**Q104** Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

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**Q105** Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

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Page 30

**Q106** Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module.

**Respondent skipped this question**

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