



2018-19 Program Review – Student Services

Berkeley City College

CalWORKs

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The CalWORKs program serves students who receive county social services achieve long-term self-sufficiency by providing educational and career opportunities combined with effective support services that enable students to complete their educational goals, find meaningful employment, and successfully transition into the workforce. Through collaboration and advocacy with campus and community partners CalWORKs prepares these students for career employment and economic self-sufficiency.

The CalWORKs program at Berkeley City College plays an important role in supporting this population by developing career focused programs and providing counseling, child care, job development/placement and other essential services. The program works very closely with the County representatives in ensuring CalWORKs students have access to available county services and contributing towards meeting the College's strategic planning goals of student equity and success.

List your Faculty and/or Staff

Stacy Shears, Vice President of Student Services/ Manager; Brenda Johnson, Dean of Student Services/ Director; Ramona Butler Acting Coordinator, Maricela Zambrano, Counselor.

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

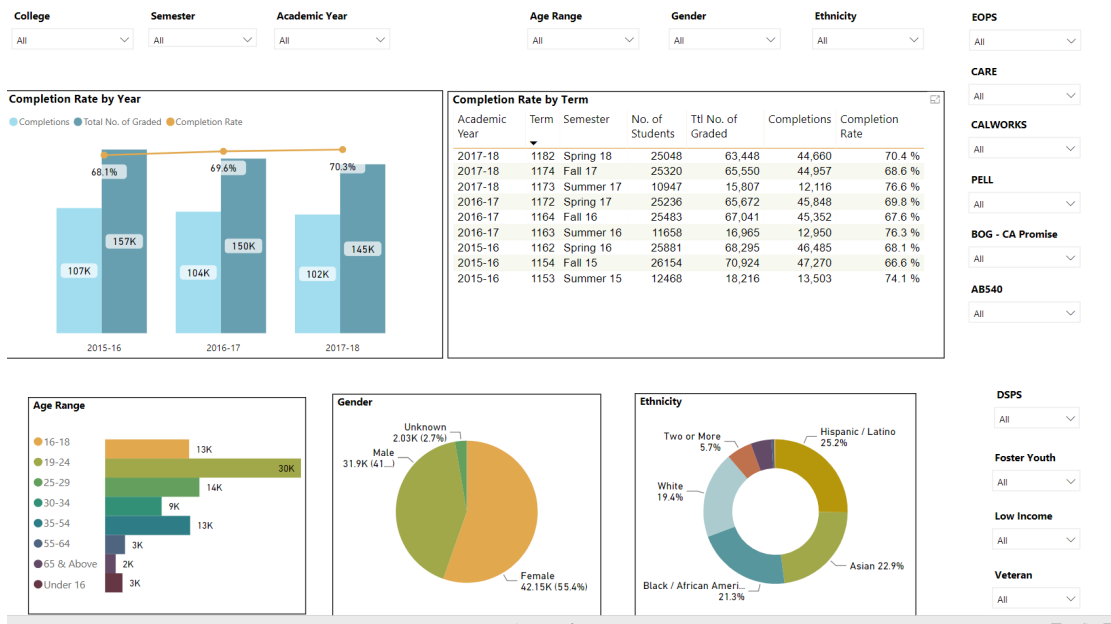
Program Goals

1. Increase the percentage of underserved and underprepared students enrolled in the CalWORKs program that successfully complete their educational objectives and career goals. **BCC GOAL I**
 - The office of Social Services provide training programs for clients that do not result in obtaining an Associate Degree. The CalWORKs program works diligently to provide a robust program for academic success
2. Increase the percentage of students that receive job search skills, work study opportunities. **BCC GOAL I**
 - The CalWORKs program is able to support students with job readiness skills including workshops that prepare them for gainful employment, and on / off campus work study opportunities while they receive instruction from Berkeley City College. It allows program participants to remain in an educational environment while completing their academic goals.
3. Increase the percentage of students who receive Associate Degrees, Certificates and/or transfer to four-year colleges. **BCC GOAL IV**
 - The CalWORKs program supports students through their associate degree. Through campus program support we can advocate for additional services with transfer services

Describe your current utilization of facilities, including labs and other space

The CalWORKs program utilizes our current area to store files, books, and supplies.

Students Served



Special Populations Power BI dashboard

Please enter your College Mission Statement

Berkeley City College’s mission is to promote student success, to provide our diverse community with educational opportunities, and to transform lives. The college achieves its mission through instruction, student support and learning resources which enable its enrolled students to earn associate degrees and certificates, and to attain college competency, careers, transfer, and skills for lifelong success.

Please enter your Student Services Mission Statement

The mission of the Office of Student Services at Berkeley City College is to provide comprehensive, high quality programs, services, and guidance which enhance student access and contribute to the success of our students. Our goal is to empower students to make informed decisions that will facilitate their learning and achieve their goals

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

“Berkeley City College’s mission is to promote student success, to provide our diverse community with educational opportunities, and to transform lives...” Several essential functions of our program include county approved majors, job development, and childcare assistance. Berkeley City College has an urban atmosphere and design, and is located in a single five-storied building in the middle of downtown Berkeley. As a result of limited facilities, the college does

not operate an on-campus child care service center. This can affect our student's ability to come to school when certain classes are offered and when essential services are available.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

The goal of the CalWORKs Program is to support all program participants during their academic career at Berkeley City College. All new students attend mandatory orientation every semester to familiarize them with the program, county and college services, regulations, rights and responsibilities college catalog, academic standards, financial aid procedures, transfer information and student success programs, such as, DSPS, EOPS/CARE, CE , ASBCC, Transfer Alliance Project (TAP), Transfer Guarantee Admission (TAG) and UC Berkeley's Stiles Hall. These relationships give collaborative support to students, which allow them to pull from campus and community resources while working towards their academic goals of certificate /degree, and transfer.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

CalWORKs assists students who are receiving Temporary Assistance for Needy Families (TANF) benefits assistance to achieve long-term self-sufficiency through coordinated academic/training programs and support services including: work-study, educational related work experience, job placement and child care services and coordination with county social service offices.

As a Welfare to Work (WTW) program for families with children receiving public assistance, the program is designed to assist this population in completing a community college certificate or degree program in their chosen field of study and move them from public assistance to a career providing independent and sustainable income. CalWORKs was established in the State of California in January 1998 by **Assembly Bill (AB 1542)**. The mission of the program is to act as a liaison between the Department of Social Services, the student, and the college to make sure there is an alignment between recipient's welfare to work plan and the program they are pursuing in the respective colleges. To this end, academic and personal counseling, supervised study time and/or tutoring, information and referral, work study as well as job/personal development and success workshops are provided. State and Federal laws which include funding can dictate who is eligible for CalWORKs, what services the county will provide and under what parameters they can receive college services

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

Department or Program Name: CalWORKs	Year 1 2015-2016	Year 2 2016-2017	Year 3 2017-2018
Total Students Served (Headcount)	28	28	17
Gender: Male	1	2	2
Gender: Female	27	26	15
Gender: Unreported	0	0	3/0
Age: ≤ 19 years	1	0	0
Age: 20 -24	8	5	6
Age: 25 – 29	7	9	4
Age: 30 – 39	9	8	3
Age: 40 – 49	3	4	3
Age: ≥50	0	2	1
Ethnicity: African-American/Black	16	17	12
Ethnicity: Asian/Pacific Islander	3	2	4
Ethnicity: Hispanic/Latina/Latino	6	6	1
Ethnicity: Native American	0	0	0
Ethnicity: Two or more races	1	0	
Ethnicity: White	1	1	
Ethnicity: Unreported	1	2	
New Students Disabled			

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

The CalWORKs program provides SSSP services as part of State requirements. Once students are accepted to the program they attend a New/ Continuing student orientation, receive counseling and advisement services, and follow up support services required by the county Social Services department.

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

# of student that completed orientation	2015-2016: 28 Students 2016-2017: 28 Students 2017-2018: 17 Students
# of students that completed assessment	Same as above
# of completed Student Educational Plans (SEPs)	Same as above
# of Abbreviated versus Comprehensive SEPs	All program participants must have a Comprehensive Student Education Plan
Total # of follow-up services	The CalWORKs program require that all participants attend counseling appointments during the semester to ensure that they develop a comprehensive SEP, Mid Term progress evaluation, a wellness check, registration assistance when needed and help with submission of county required forms.

What has your service area done over the last 2-3 years to improve SSSP services?

The CalWORKs program counselor and staff attend Counseling Division, and Student Services Council meetings to review SSSP objectives. Program staff use SARS to accurately track student appointments and follow up when necessary with students and campus partners to ensure that students are supported under SSSP guidelines.

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

Adjunct Counselor	<u>1</u>
Classified staff (Coordinator & Clerical Assistant II)	<u>2</u>
Administrative Staff :(Manager & Director)	<u>2</u>
Student Employee (Clerical, Tutors, Peer Advisors)	<u>1</u>

Students Served – Assessment

List your Service area outcomes

As a result of the personalized program services and the regular follow-up provided by CalWORKs counselor and staff, students will learn to utilize the CalWORKs program by completing required county forms on time, making sure their WTW plan is followed to ensure academic success and successful transition from TANF, and into gainful employment.

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

The CalWORKs program at Berkeley City College facilitates mandatory student orientations each semester to keep students apprised of all program (campus and county) requirements.

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

Orientation:

The CalWORKs program counselor facilitates a mandatory orientation for all program participants each semester with provides students with important updates to their eligibility for the program.

Counseling Services:

The CalWORKs counselor schedules mandatory appointments for participants each month to review Student Educational Plans, answer questions and review / submit required county documents with student participants. This allow students to be active participants and responsible scholars. This also

Document submission:

Through collaboration between campus staff and County Employment Counselors (E.C.) The CalWORKs program can now scan and email important documents. This helps with timely submission with avoids sanctions and other noncompliance penalties.

College and County Collaboration

The Community Colleges & County Partnership (CCCP) has been established to bring CalWORKs campus staff and County partners together in an effort to establish best practices for student success.

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

Recruitment

Improve on streamlining processes and procedures for conducting outreach, recruitment and enrollment services; collecting and recording data, documentation of services, efficient, timely and smooth processing of child care and job development/placement services

Student Surveys

Develop and implement student satisfaction, student needs and student learning outcome assessment/surveys.

Job Development

Hire a job development specialist to maximize job readiness for all program participants.

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or

administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

A formal student satisfaction survey has not been conducted. Students are, however, invited to reflect on their learning experience and the quality of services they receive during their counseling appointments, at orientation sessions and various workshops organized during the academic year.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

The CalWORKs program's effectiveness is based on student success as indicated in our MIS Data, Degree and Transfer data provided by our program counselors to our District Admissions and Records department.

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

The CalWORKs program coordinator, counselors, and clerical staff engage in all institutional efforts to recruit, register and enroll new and returning students to the college. Through verbal and written materials the EOPS/CARE program is able to provide program information and confirm program eligibility.

Committees and department participation include:

- Assessment & Orientation
- Admissions and Records
- Disable Students Programs & Services (DSPS)
- Financial Aid
- General Counseling meetings
- College Roundtable
- UMOJA Community program
- SSSP Committee
- Student Services Council
- Student Activities and Student Life

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

The Community Colleges & County Partnership (CCCP) has been established to bring CalWORKs campus staff and County partners together in an effort to establish best practices for student success. The CalWORKs program engages in outreach activities with County partners in an effort to recruit and support incoming and continuing students.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

The CalWORKs program makes training available to all adjunct faculty members. Training can include

- Professional Development opportunities
- Campus Counseling Department meetings
- State of California Trainings
- CalWORKs Advisory Committee meetings

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	1.0 Program Coordinator	63,000.00	4500.00	67000.00
	.5 Clerical Assistant	33,000.00	2000.00	35000.00
Personnel: Student Worker	2.0 Student Workers	10,000.00	500.00	10500.00

Personnel: Part Time Faculty	.5 Counselor	35000.00	15000.00	50000.00
Personnel: Full Time Faculty				

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed	<p>Software and system update trainings to improve job performance, customer service, other professional development offerings / Professional Development is an important part of EOPS/CARE program continued improvement and success.</p> <p>Needed trainings include</p> <ul style="list-style-type: none"> • Customer Service • Technology to improve job performance <ul style="list-style-type: none"> I. Microsoft Office II. SARS / Starfish III. PeopleSoft IV. Outlook 365 V. Adobe Acrobat Pro 	
Professional Development: Personal/Individual PD needed	Stress management, Self-Care, Communication verbal and nonverbal cultural competency and sensitivity.	

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies	Printer paper, printer ink cartridges,/ The CalWORKs program needs the college to provide funds for ink cartridges, print paper and other necessary items as the CalWORKs budget is limited and unable to meet the increasing demand of the computer lab supplies.	1500.00
Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New		
Technology & Equipment: New	Secure online database for application submission / To streamline admission process, EOPS/CARE needs a secure software system to make the EOPS/CARE application available online. This will allow students to submit their application online, upload supporting documents, have access to check application status and schedule their mandatory EOPS/CARE new student orientation online.	2000.00

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Prioritized Resource Requests Summary – continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms		
Facilities: Offices		
Facilities: Labs		
Facilities: Other	Storage space for CalWORKs files and supplies / The CalWORKs program is in need of a storage room to store old students' files, outdated textbooks from the EOPS/CARE Book Loan program, and supplies. Currently our storage space is behind a classroom with limited access for staff.	

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials		
Library: Library collections		

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Resource Category	Description/Justification	Total Estimated Cost
OTHER		