

# Assessment: Assessment Unit Four Column

## Student Services - CalWorks

**Mission Statement:** The mission of CalWORKs is to guide students in developing career pathways by providing a continuum of wrap around services that assist in the career pathway planning process to include integration of internships and work study positions for the purposes of achieving self-sufficiency and gainful employment through academic, personal, career and financial aid counseling that facilitate academic success in higher education.

CalWORKs provides advocacy for students receiving cash assistance through CalWORKs/TANF who are underrepresented, unemployed, and economically impacted. CalWORKs provides services to students in preparation for employment readiness, career advancement and economic mobility thru scholastic success and continuing education.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p><b>SLO #2</b> - Students will be able to identify an internship, volunteer experience, workstudy position or entry level job that is related to their chosen career pathway.</p> <p><b>Goal Status:</b> Active</p> <p><b>Assessment Cycle:</b> 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018</p> <p><b>Start Date:</b> 07/01/2014</p>	<p><b>Directly related to Outcome</b></p>	<p><b>Semester Assessed:</b> 2014-2015</p> <p><b>Performance Target Met?:</b> Yes</p> <p>60% of our students were able to identify an internship, volunteer experience or workstudy position that is related to their chosen career pathway. (11/04/2015)</p> <p><b>Name and Contact Information :</b> Terrie Hawthorne 951-571-6154 Terrie.Hawthorne@mvc.edu</p> <p><b>Total # of Students Assessed:</b> 50</p>	
	<p><b>Direct: Portfolio Review</b> - Review a 20% sample size of Individual student files and the associated counseling notes and the end of the Fall &amp; Spring Semester.</p> <p><b>Performance Target (Required)*:</b> 80% of students who are active during the Academic Year being assessed will meet this by the Spring deadline.</p>		
<p><b>SAO#1</b> - Increase SAP for 75% of students at risk students through</p>	<p><b>Direct: Portfolio Review</b> - WFP office staff will request a report of all</p>		

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<p>intense case management; counseling, support services and referrals.  <b>Goal Status:</b> Active  <b>Assessment Cycle:</b> 2015 - 2016, 2016 - 2017  <b>Start Date:</b> 07/01/2015</p>	<p>students with GPA of 2.0 or below at the end of Academic Term. Students will continued to be monitored with subsequent reports each term following the same students until they reach 2.5GPA. Additional students will be added each term as applicable.  <b>Performance Target (Required)*:</b>  75% of at risk students will have increased SAP.</p>		
<p><b>SLO#7</b> - 40% of students will complete a career counseling appointment to identify careers directly related to program of study.  <b>Goal Status:</b> Inactive  <b>Assessment Cycle:</b> 2015 - 2016  <b>Start Date:</b> 07/01/2015  <b>Inactive Date:</b> 06/30/2016</p>	<p><b>Directly related to Outcome</b></p>	<p><b>Semester Assessed:</b> 2015 - 2016 (Multiple Semesters)  <b>Performance Target Met?:</b> No  28% of students have completed at least one counseling appointment that focuses on career planning and identifying careers withing the workforce withing the year. (06/30/2016)  <b>Name and Contact Information :</b> Terrie Hawthorne  Terrie.hawthorne@mvc.edu  951-571-6154  <b>Total # of Students Assessed:</b> 60</p>	
	<p><b>Direct: Portfolio Review</b> - Pulled a random sample of 60 students to review. Reviewed each file selected to determine if career counseling appointment was completed in the 15-16 year.  <b>Performance Target (Required)*:</b>  Target goal is 40% of students will have completed career counseling appointment.</p>		
<p><b>SAO#2</b> - 75% of students who attend a WFP/CalWORKs workshop will complete an evaluation and indicate how they heard of the workshop.  <b>Goal Status:</b> Active  <b>Assessment Cycle:</b> 2015 - 2016, 2016 - 2017  <b>Start Date:</b> 07/01/2015</p>	<p><b>Directly related to Outcome</b></p>	<p><b>Semester Assessed:</b> 2015 - 2016 (Multiple Semesters)  <b>Performance Target Met?:</b> Yes  An average of 76% of all workshop participants completed workshop surveys. (06/28/2016)  <b>Name and Contact Information :</b> Terrie Hawthorne, MSW  terrie.hawthorne@mvc.edu 951-571-6154; Nicole LeDuff  nicole.leduff@mvc.edu 951-571-6498  <b>Total # of Students Assessed:</b> 66</p>	<p><b>Action Plan:</b> For 2016-2017, we will review how students heard of the workshop. We added a question on the survey - "How did you hear about this workshop? (09/29/2016)  <b>Follow-Up:</b> We collected surveys of students who attended</p>

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	<p><b>Directly related to Outcome</b></p>	<p><b>Notes/Reflections:</b> A sample size of 5 workshops and 66 total students in attended were assessed over each term in the academic year.</p> <p><b>Related Documents:</b>  <a href="#">SAMPLE SURVEY.docx</a>  <a href="#">SAMPLE SURVEY2.docx</a></p>	<p>workshops during academic year, 2016-2017, and kept an excel sheet to tally results of all workshops. 71% of students that attended workshops, completed a survey. The results of how they heard about the workshops are as follows: 109 students = E-mail; 103 students = Other (professors, other Student Services programs, word of mouth); 41 students = Flyer; 20 students = CalWORKS Office, 2 students = CalWORKS Website. [more] (07/27/2017)</p>
	<p><b>Direct: Case-Based Study</b> - Reviewed the number of students who signed in for each of the 5 workshops. Tallied the number of evaluations completed for each and converted that into a percentage. Averaged the percentage for each of the 5 workshops to get a total.</p> <p><b>Performance Target (Required)*:</b> 75% of the total number of students who attended workshops.</p> <p><b>Notes:</b> The assessment method noted above was used for 2015-2016. We changed from using a sample to looking at every survey. We inactivated this assessment method.</p>		
	<p><b>Indirect: Survey/Self-Reported Learning</b> - Survey every student to see how they heard about the workshop. Collect surveys at end of workshop. The results will be tallied.</p> <p><b>Notes:</b> Keep a separate spreadsheet to assist with tallying the results.</p>	<p><b>Semester Assessed:</b> 2016-2017</p> <p><b>Performance Target Met?:</b> Yes</p> <p>We collected surveys of students who attended workshops during academic year, 2016-2017, and kept an excel sheet to tally results of all workshops. 71% of students that attended workshops, completed a survey. The results of how they heard about the workshops are as follows: 109 students = E-mail; 103 students = Other (professors, other Student Services programs, word of mouth); 41 students = Flyer; 20 students = CalWORKS Office, 2 students =</p>	<p><b>Action Plan:</b> Increase website results by having students complete questionnaire to show proof that they visited the CalWORKS website prior to receiving educational supplies. (07/27/2017)</p>

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	<p><b>Indirect: Survey/Self-Reported Learning</b> - At the beginning of each workshop the facilitator will provide the survey and announce to each participant the importance of completing at the end of the workshop requesting that any student needing to leave prior to the end complete the survey as applicable. At the end of the workshop the facilitator or monitor will collect all surveys and tally the number completed against the workshop roster and enter it into the excel spreadsheet used to collect results for assessment results.</p> <p><b>Performance Target (Required)*:</b> 75% of students who attend will complete a survey.</p>	<p>CalWORKS Website. (07/27/2017)  <b>Name and Contact Information :</b> Nicole LeDuff;  nicole.leduff@mvc.edu; (951) 571-6498  <b>Total # of Students Assessed:</b> 390  <b>Notes/Reflections:</b> It appears that the greatest number of students are hearing about the workshops via e-mail blasts, the second greatest number are hearing about the workshops via "other" ways. Although the numbers decreased significantly, the third and fourth ways students are hearing about workshops is via flyers and in the CalWORKS office, based on result numbers.</p>	
<p><b>SAO#3</b> - 80% of students who qualify to graduate with an Associates Degree will apply by the Spring deadline.  <b>Goal Status:</b> Active  <b>Assessment Cycle:</b> 2015 - 2016, 2016 - 2017  <b>Start Date:</b> 07/01/2015</p>	<p><b>Direct: Case-Based Study</b> - Report is requested for all students who earned 30+ units after census. Students are invited to pre-graduation workshops to receive information about applying for graduation &amp; graduation activities and timelines. Graduation check is done for each student and the corresponding form is completed</p>		

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and put in the file. Follow up is done with each student through graduation to ensure timely application is complete and accepted.

**Performance Target (Required)\*:**

80%