

*The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office/program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual cycles provide data for a periodic comprehensive review that shows evidence of improvement and outlines long-range goals.*

*The Program Planning and Assessment process improves and increases the flow of information and data at Hartnell College. The result of the process also improves institutional effectiveness.*

EOPS/CARE/CalWORKs	3/31/15	3/31/15

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VP/Division Head's Comments (required):

I have read this program review and recommend that the SAOs for this department be revised to meet SAO requirements. I support resource allocation requests 3 and 5. I request that program staff calculate how they arrived at the cost for the staff summer readiness expense. Finally, I welcome a request for a full-time CalWorks Counselor based on the number of students served.

\_\_\_Dr. Romero Jalomo, VP of Student Affairs\_\_\_\_\_

Typed Name of VP/Division Head

9/11/15\_\_\_\_\_

Date

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This PPA report is organized in 3 sections and 9 subsections as follows:

- I. \_\_\_\_\_ - a. Overall Service/Office/Program Effectiveness, b. Staffing Profile, and c. Service/Office/Program Goals.
  - II. \_\_\_\_\_ - a. Data & Trends, b. Service/Program Modality, c. Outcomes, and d. Previously Scheduled Activities.
  - III. \_\_\_\_\_ - a. New Activities and b. Resource Requests.
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1.

*What are your area's primary functions?*

*How are students/employees served by the service/office/program?*

*What are the unique aspects of the service/office/program?*

*How does the service/office/program relate to the needs of the community?*

*How does the service/office/program interface/collaborate with other areas on campus?*

*What is working well in service/program provision?*

*Have state and/or federal mandates/rules/certifications particular to the service/program been met?*

*What policies and/or practices, both institutionally and departmentally, have been implemented to improve functions over the past few years?*

*What professional activities have staff hJ TETr 05 05 82i 48(mpvcr)-β) (h) (e) 82105d/o)js fr 9m2spring fr 29TInisEule oule IIE TJ of 206*



- A. Outreach and recruitment to increase the number of potential EOPS eligible students who enroll at the college.

Hartnell College EOPS/CARE Counselors participate in the Panther Prep Day each spring semester and have presented college information and an overview of EOPS support services to seniors at Everette Alvarez High, Alisal High school, North Salinas High and Salinas High School. EOPS/CARE office staff,

as the first semester sets the stage for future semesters. When students pass all of their courses the first semester, the greater the likelihood they will persist as they feel good about themselves and their degree or employment objective. As part of the dialogue that takes place between counselor and student, the counselors ask about high school grades and inquire about participation in programs such as SELPA. If a student is unfamiliar with the terminology, the counselors ask if the student recalls having an Individualized Education Plan (IEP). If the student says yes, then the counselor recommends that the student visit the DSP&S program so that they can take an assessment and receive additional support services. A note of such recommendation is made in the student file so that in the future, the counselor can follow up and ensure that the educational plan is appropriate for the student and will ensure academic success. In addition to collaborating with the DSP&S counselors with regards to educational plans, CalWORKS counselors collaborate with the transfer and career center as a way to ensure that students attend resume and cover letter workshops, which are critical for employment applications.

Positions	2012-13	2013-14	2014-2015
Management, Supervisors	1	1	1
Classified Staff	3	3	3
Classified Staff- Part-time	0	0	0
Faculty Staff	2	2	2
Faculty - Part-time	0	2	2
Student Workers			







<b>EOPS Total Budget</b>	\$481,885		\$ 481,885		\$594,506	
<b>CalWORKs Total Budget</b>	\$178,333+TANF \$54,6925		\$185,675 TANF \$56,662		\$228,125 + \$56,084 and \$8,000 re-allocated funds	
<b>Growth Trends</b>						
<b>Student Survey</b>						
<b>Faculty/Staff Survey</b>			Student Exit Survey- Survey Monkey			
<b>EOPS Students Demographics Ethnicity and Gender</b>	1_24__ 4_1__ 7_58_ 2_6_ 5_4__ M_157 3_344_ 6_27__ F_306		1_24__ 4_0__ 7_45_ 2_5__ 5_4__ M_172 3_379_ 6_21__ F_308			
<b>CalWORKs Student Demographics Ethnicity and Gender</b>	1_7__ 4_2__ 7_11__ 2_4_ 5_3__ M_20__ 3_21_ 6_3__ F_143_		1_7__ 4_3__ 7_13__ 2_4_ 5_3__ M_20__ 3_126_ 6_3__ F_143			

**Trends:** EOPS/CARE graduation rates continue to exceed



workshop.

**CalWORKS:** Many of the CalWORKS program participants are also EOPS and CARE participants. Students are encouraged to participate in various support programs, but are reminded that the CalWORKS program is unique in the sense that all students must have an educational plan completed by one of the CalWORKS counselors. Sometimes students forget such uniqueness and schedule appointments with non-CalWORKS counselors, and come to find out that they must schedule another educational plan appointment with a CalWORKS counselor. Some students are confused by such requirement, but when explained that the CalWORKS program has specific regulations that students must meet and that CalWORKS counselors are aware of such as their educational time clock and forms that are particular to the program, such as CWES 123, students come to understand the program requirements.

Telephone advising is offered to students enrolled in full-time schedules through distance education, Alisal campus or King City Education center.

Evening counseling is offered Monday and Tuesday each week throughout fall and spring semesters.

EOPS/CARE mandatory orientation for new students is offered in-person. There were a total of 6 in person orientations offered in the fall 2013 for a total of 161 students attended. In the Spring 2014 there was a total of 3 in person orientations offered a total of 100 students attended the in person orientation 57 of the 100 students attended a Saturday orientation. Last year EOPS new student orientation was held on Saturday as a large group venue. With the success of this orientation, it is recommended to bring this orientation back.

The EOPS/CARE orientation is available in person and in a power point-format.

The EOPS/CARE staff and counselors present bilingual/multicultural competency for telephone, in-person or electronic correspondence with students

EOPS updates and/or important for

All CalWORKS appointments are conducted at the Hartnell College main campus. Student appointments can be scheduled anytime between 8-6pm Monday to Friday, depending on counselor work schedule. Students can call or schedule the appointment in person at the EOPS/CARE/CalWORKS office. All counseling appointments are held in the D building. In order to ensure student success, CalWORKS counselors are always available 2 weeks prior to the start of the semester, Monday to Friday, in order for students to complete book voucher and/or educational plans. Sometimes students ask if the session can be in Spanish, and counselors are more than happy to communicate with students in the language they feel most comfortable with. New student orientations are not only a requirement of AB 1456, but are also a program requirement for new CalWORKS students. Every semester, at least 2 new student orientations are scheduled before the start of the semester. Once the semester begins, one to two orientations are scheduled at the start of the semester. One is usually offered from 11-1pm as it is usually during lunch time and students are not in class, and the other is usually offered in the evening. Despite a

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Each service unit/office/non-instructional program develops its own Service Area Outcomes (SAOs). The outcomes should be directly related to the work of the service unit/office/non-instructional program, challenging but attainable, and measurable. SAOs should articulate what specifically is to be achieved; their measurement should assess how well the service unit/office/non-instructional program is performing.

List Service Area Outcome(s) scheduled for assessment as previously specified	What changes have occurred in the service/office/ program as a result of dialogue?	Was a Service Area Outcome Assessment Summary completed (if expected)?
Student Workshops	Develop a new comprehensive student satisfaction survey	Yes
Student will utilize Priority Registration	Develop a new comprehensive student satisfaction survey	Yes
Students will find the information provide at Orientation to be beneficial to their academic success	Develop a new comprehensive student satisfaction survey	Yes





3. Joint Activity with Foster Youth Program	Yes	EOPS staff to share in participating in activities	Yes	Yes
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\* For each activity that will continue \_\_\_\_\_ and that requires resources, submit a separate resource request in \_\_\_\_\_.

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Activity	Strategic Plan Goal(s) No. & Letter (e.g., 5A)*	Related SAOs, SLOs, PLOs, or goals	Desired Outcome(s)	Resources Needed	Person Responsible	Estimated Date of Completion (can be more than one year in length)	Comments
1.EOPS Student success Workshops	2A, 2B	SAO	1 activity per month 80% of student 120.38 99.984 Tm				

\* See Appendix A for a list of the 11 goals in the college's Strategic Plan.



- 4) Service/Program Goal (list applicable service /program goal outcome)
- 5) Strategic Plan Goal (list applicable strategic plan outcome)

*[Begin response here]*

    

*[Begin response here]*

*A satisfaction survey will be distributed at the end of each activity to measure the outcomes. It is expected that all students surveyed will indicate over 80% are Very Satisfied with the activity*

*[Begin response here]*



5. Summer College Readiness	Faculty, Staff	Educational Supplies for Student Survivor Kits	Audio /Visual H/S	Academic Faculty Course teaching		Campus and College Tours		Room to accommodate 15 students	\$10,000 for NIC Faculty Supplies: \$500.00
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\* Personnel: Include a \_ or \_ after the amount to indicate Classified Staff or Faculty.

\*\* \_ for Supplies, \_ for Equipment.

\*\*\* \_ for Hardware, \_ for Software.





## Priority 5: Innovation and Relevance for Programs and Services

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

## Priority 6: Partnership with Industry, Business Agencies and Education