



# PROGRAM REVIEW

## Student Services Program Review Template

Year :

2020-2021 ▾

Program :

CalWORKS ▾

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Reviewed on 2/5/2021 by R-EUREKA\Stephanie-Burres

Program  
InformationProgram  
IndicatorsCritical Reflection of  
Assessment ActivitiesEvaluation of  
Previous Plans

Planning

Resource  
RequestsAuthor  
FeedbackPRC  
Response

**3.1 Describe any new or ongoing plans/actions identified in the last program review, and their current status. List the current status as "completed," "ongoing," or "discontinued." Describe the measurable impact of actions taken and, if a plan was discontinued, please explain why.**

Number	Program Plans	Current Status	Describe Impact of Action	
1	CalWORKs will continue to offer intensive counseling and advising services. Additionally, students will be contacted for counseling and advising throughout the semester, such as initial intake appointments, mid-semester meetings, and informal check ins.	On-Going	The continued offering of intensive counseling and advising services to students throughout the semester will strengthen CalWORKs staff relationships with students, increase awareness and visibility for the program, which in turn will positively influence student persistence and completion rates.	<a href="#">Edit</a>
2	Increase collaboration with on campus and off campus community partners	On-going	By finding ways to strengthen relationships with our colleagues at a distance in Del Norte and Klamath Trinity and our County partners,	<a href="#">Edit</a>

			we will be better prepared to meet the educational and personal needs of students. This should help us maintain or increase our current enrollment numbers as a program.	
3	Career/Job Development	On-going	The impact of this action should increase the number of work study opportunities for CalWORKs students at CR.	<a href="#">Edit</a>

### 3.2 Describe how resources provided in support of the plan(s) contributed to program improvement:

The resources for items 1, 2, and 3 continue to help improve our program's quality and helped us meet the needs of our students. Our students continue to report feeling connected and supported by the program. Staff follow through, being helpful, and available by phone or through email continue to be things our students report as helping them stay enrolled. Students described receiving support with SEPs and resources like transportation assistance to help keep them on track and on time for classes. The resources for counselors and advisors help our students successfully integrate into the college. Even during our current pandemic, our counselors and advisors were able to help our students plan for the semester considering life challenges that arose for them personally during the end of the year.