



Assessment Reporting

ServiceArea**Delivery Mode:****Submitted by:****Participating Faculty and Staff:****Outcome Assessed:****Additional Information:****Assessment methods or tools used:****Student Level Assessments:****CalWORKS**

Face-to-face only

R-EUREKA\Kintay-Johnson on 7/3/2019

Kintay Johnson, Jennifer Quigley, Melissa Ruiz, Lynn Durkee, Barry Tucker, Diane Caudillo, and Debbie Romero

2 - CalWORKS students will demonstrate increased year-to-year persistence resulting from services provided at the program level.

N/A

End of the Semester Survey with CalWORKS students in Eureka, Del Norte, and Klamath Trinity

0 students did not meet expectations/display ability.

0 students met expectations/displayed ability.

0 students exceeded expectation/displayed ability.

0 students were not assessed.

Findings/Results:

The CalWORKs End of the Year Survey was constructed to measure CalWORKs students' opinions, knowledge, and satisfaction with the program's services. To determine whether or not students who participated in the program find the development and utilization of the services helpful in persisting toward of their goal in their academic program, questions about this process were incorporated into the annual CalWORKs End of the Year Survey to gather baseline data on the following services:

Counseling/Advising Services

Tutoring Services In-person

Tutoring Services Online

CalWORKs Backpack with Educational Supplies

Calculator Loan

CalWORKs Gas Cards

Ability of the CalWORKs staff to answer my questions

Help with communicating with County Staff

Students indicated that all of the services, especially the transportation assistance and the educational supplies, were the most helpful in reaching their academic goals. Extra support and educational planning was also listed by students as being helpful in completing their educational goal. Students appear to be overall satisfied with the program, staff, and services provided. Services students wish we could provide was workshops and more transportation assistance to help with the commute from school to their home. We will use the information provided from these results to develop our program plan for the upcoming 19/20 school year with County CalWORKs staff to address the services and how we can collaborate together to meet the needs of our students.

Actions/Changes To Be Implemented:

Based on the assessment findings, we have noticed the need to increase peer engagement and the need to build community still remains. This will be provided through in-person orientations, opportunities for peer support groups, and workshops. Also, under CR/County Relationship- our results also revealed that students still did not have a clear understanding of what it means to be a CalWORKs student. To help provide clarity, we are planning more frequent departmental meetings and plan to invite a county Welfare to work worker to attend our new student orientations. Transportation continues to be a challenge for some students. Students would like for their trips to the county to be minimized, especially our students located in Hoopa at our KT site. We are looking into ways how we can help reduce this barrier to students. Our goal, if possible, is to work with the County to implement a system that would reduce student trips from a distance.

**Resolution on 7/3/2019
(Closing the Loop):**

Rubric:

At the end of the 2018/19 academic year, the CalWORKs End of the Year Survey was administered to 60 continuing CalWORKs students from the spring term. Of those, 47 respondents (7%) participated in the survey. The sample included 80% from Eureka, 20% from Del Norte, 0% from Klamath-Trinity, and 0% from On-line locations. An open-ended question was asked on the survey "What CalWORKs service will help you the most in completing your educational goal?" was used to measure the opinions students had on how useful the services received as a CalWORKs student was helpful in reaching their academic goals.

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