COLLEGE OF THE REDWOODS | PROGRAM REVIEW

Student Services Program Review Template

Year :
2019-2020 ⌄

Program :
CalWORKS ⌄

Save My Work

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| Program Information | Program Indicators | Critical Reflection of Assessment Activities | Evaluation of Previous Plans | Planning | Resource Requests | Author Feedback | PRC Response |

Assessment Data

Course assessment data below is populated from your assessment plan.

[Click here to go to the assessment planning page](#)

Upcoming Assessments (plan)

Outcome	Last Assessed	2020F	2021S	2021F	2022S	2022F	2023S	2023F	2024S
1 ⓘ	2018F	☐	☑	☑	☐	☐	☑	☐	☐
2 ⓘ	2019S	☐	☑	☐	☑	☐	☑	☐	☐

| 3 ⓘ | 2019F | ☐ | ☐ | ☐ | ☑ | ☐ | ☐ | ☐ | ☐ |

Have you checked to make sure that all of the AA-Ts in your program are current with the state C-ID/TMC?

(Select) ⌄

Have to checked to make sure that the CSLO-to-PSLO maps in your program are up to date?

(Select) ⌄

Report on any changes that have been made to the program based on previous SLO assessment findings. Include any discussion on the results of those changes and their effectiveness.

> 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 (78%) 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 questions 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.
>
> 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

Based on the trends and implications that you identified on the Program Indicators tab, describe any areas in your program that require further research, action, and/or institutional support. Results of this step may be included as an action plan on the Planning tab.

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.