

2022-23 Program Review Template

Directions for Lead Writers: Please use this template to complete your Unit’s Program Review for this cycle. Instructions for submitting your completed template at the end of the spring semester will be provided in a few weeks. Click [here](#) to view our Glossary of Terms.

Other Resources:

[Program Review Handbook](#)

[Acronym Dictionary](#)

[Resource Link Library](#)

[Mesa 2030](#)

[Program Review Archives](#)

DEI Discussions: as part of your reflection with your unit, a workgroup has developed a Diversity, Equity, Inclusion, and Accessibility Discussion Guide. Please use this in your unit-level discussions as we move toward becoming more diverse, equitable, inclusive, and accessible through intentional and ongoing campus-wide reflections and revisions of policies and practices.

View the guide [here](#). Have reflections or feedback to share? Click [here](#).

<i>Program Information & Executive Summary</i>		
Prompt	Guidance	Program Response
Describe the successes and challenges your unit has faced since the last comprehensive review.		<p>Successes:</p> <ul style="list-style-type: none"> • We have increased our student numbers from 21-22 academic year • Fall 2021: 23 students, Spring 2022: 36 students • Fall 2022: 35 students, Spring 2023: 48 students • Created CalWORKs New Student Onboarding Processes – Students must complete CalWORKs Intake Application, schedule CalWORKs orientation that includes completion of Mutual Responsibility Contract and Release of Info forms before being officially onboarded into CalWORKs Program • All onboarding forms - Intake Application, Mutual Responsibility Contract, and Release of Info have been updated and are now electronic and located in Microsoft Mesa CalWORKs Program One Drive/Teams folder

		<ul style="list-style-type: none"> • As of Spring 2023 all counselors have access to CalWIN system which is the San Diego Health & Human Services Agency software that allows us to confirm a student's CalWORKs active status without the Notice of Action or Employment Services Referral forms (previously only coordinator and dean had access) • CalWORKs Program is now open to all students currently receiving CalWORKs services and not just Welfare-to-Work services • Updated CalWORKs website that is more user-friendly and provides clarity with how to sign-up for CalWORKs and reach out to CalWORKs Team • Have 12 laptops available for lending to CalWORKs students • Ordered new office furniture to provide a more welcoming office space for students <p>Challenges:</p> <ul style="list-style-type: none"> • Lost one coordinator/counselor at end of January 2023 • February 2023-present - 1 coordinator/counselor working 18 hours/week and 1 adjunct counselor working 10 hours/week covering counseling appointments, but not enough appointment slots available (1 newly hired adjunct working 18 hours/week is currently in training) • Not enough counseling/staffing coverage impacting consistency in office hours availability • Office space in transition while we prepare for new office furniture
<p>If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.</p>		<p>More student engagement with educational workshops and events offered:</p> <p>Fall 2022:</p> <ul style="list-style-type: none"> • Implemented Parent Cafe Mondays in collaboration with CARE held in-person. Provided \$50 gas cards for CalWORKs student attendees and \$50 meal cards for non-CalWORKs student attendees. All student attendees provided breakfast pastries and beverages.

		<ul style="list-style-type: none"> • Welcome Back Event – provided instapots, backpacks, school supplies, gas cards for 24 CalWORKs student attendees • Offered 8 Educational Workshops throughout the semester • 1 x \$600 CalWORKs grant disbursement at end of Fall 2023 semester • Holiday Event in collaboration with CARE for students and families <p>Spring 2023:</p> <ul style="list-style-type: none"> • Parent Cafe Mondays in collaboration with CARE and The Stand held both in-person and virtual modalities. Provided \$50 gas cards for CalWORKs student attendees and \$50 meal cards for non-CalWORKs student attendees. All student attendees are provided breakfast pastries, lunch and beverages. • CalWORKs Meet & Greet event with about 35 attendees; 19 CalWORKs students, 6 non-CalWORKs students, x faculty/staff • Collaboration with The Old Globe providing opportunity for free theatre tickets to students • Offered 7 Educational Workshops throughout the semester • Gas Card or Meal Card incentive offered at various workshops/events for student attendees in order to provide support for transportation and food • End-of-Year Celebration <p>CalWORKs Grants offered twice a semester:</p> <ul style="list-style-type: none"> • 1st - \$300 grant for completion of ITPs • 2nd – \$315 grant for meeting all CalWORKs requirements <p>Educational Packages:</p> <ul style="list-style-type: none"> • <i>Spring 2023 Welcome Back Package:</i> backpack, school supplies, \$50 gas card, \$100 grocery card, \$50 bookstore card • <i>March 2023 Educational Package:</i> \$100 Amazon Card, \$100 grocery card, \$100 gas card, \$100 bookstore card • <i>April 2023 Educational Package:</i> \$100 Uber Card, \$100 Gas Card, \$50 Company Kitchen, \$100 Grocery Card
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If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.	Optional	<ul style="list-style-type: none"> • Students are increasing engagement with various resources offered. • Counseling faculty are building stronger rapport and connections with students. • Students scheduling more counseling appointments
Please confirm that the department has reviewed the Course Learning Outcomes listed in CurricuNet for each course and verify accuracy.	Select One	<input type="checkbox"/> Reviewed and accurate <input type="checkbox"/> Reviewed not accurate, update in progress <input type="checkbox"/> Reviewed not accurate, need support
Data Reflection		
Prompt	Guidance	Program Response

Describe the trends you see in your program/service area's data.	Instructional Data you may consider: enrollment trends, course & program learning outcomes, Institutional Learning Outcomes, course success and retention rates, degree completion, transfer, employment, labor market analysis, other data relevant to your unit's work	Instructional Data: <ul style="list-style-type: none"> • Degree/Certificate of Achievement Completion and/or transfer: 2-3 every academic year • Increase in student numbers each semester since 21-22 academic year Service/Admin Area: <ul style="list-style-type: none"> • Increase in booked counseling appointments • Increase in relevant educational workshops • Increase in event engagement (Meet & Greet, Relaxation Massage, Spring Brunch, End-of-Year Celebration, Lunch with a Counselor) • Increase in providing educational packages for students • Increase in student attendees at Parent Cafe by offering modality for both zoom and in-person • Increase in student drop-ins in the office
	Service/Admin Area Data you may consider - service usage, service access, demand for services, student service/administrative unit outcomes, types of services offered and used, headcount of services usage, trends in reason for service use, other data relevant to your unit's work	
Describe any equity gaps you see in these data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)?	Equity gaps refer to disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, and other demographic traits and intersectionalities.	<ul style="list-style-type: none"> • CalWORKs Program serves more female than male students. • Some language barriers – mostly with Spanish and Farsi • Most students are single, head of household parents • Most students identify as BIPOC • Some students are receiving DSPS services
Describe the discussion(s) that took place about the unit's learning outcomes assessment data.	Department Outcomes Coordinators (DOCs) facilitate a department wide discussion on learning outcomes data each year during "Outcomes Across Campus". DOC's may helpful in supporting this section.	<ul style="list-style-type: none"> • CalWORKs Team weekly meetings to plan events and workshops, offer support, provide updates, team building • Dean and coordinator weekly meetings to ensure CalWORKs students maximizing on receiving supportive services and resources,
Practice Reflection		
Prompt	Guidance	Program Response
Describe current practices your unit has engaged in that you believe impact the above data trends and equity gaps.	Items to consider: new actions specifically focused on issues of equity, major curricular changes, professional learning, policy or process changes, data-informed unit dialogue, community outreach.	<ul style="list-style-type: none"> • Wellness Check Ins: to see how students are doing academically and in their personal life in order to see how our program can best support them. • During Fall semester, students were given 1 gas card each

		<p>month for attending workshops. Spring semester, students are given 1 gas card per workshop attended.</p> <ul style="list-style-type: none"> • Parent Café started in Fall with CARE and has expanded collaboration efforts with The Stand. These cafes have helped with identifying student-parents on campus.
What other factors (internal or external) might also impact the above data trends and equity gaps?	Items to consider: legislative changes, fiscal changes, staffing changes, recruitment, hiring, and retention practices.	Staffing changes have impacted the amount of appointments we have available.
Unit Goals and Action Plans		
Prompt	Guidance	Program Response
Unit Goals	Goals should connect to Data and Practice Reflections. Goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.	<p>Goal 1: Increase student numbers from 37 to 42 and maintain retention of student numbers</p> <p>Goal 2: Increase appointment availability through hiring new counselor for Fall 2023</p> <p>Goal 3: Increase outreach efforts to promote CalWORKs Program support services</p>
Mesa2030 Roadmap Strategic Objective (SO) Alignment	Review Mesa2030 and the Roadmap to Mesa2030 , only link to SO's that your goal clearly and intentionally is meant to contribute to, each goal should link to 1 or more SOs	<p>SO Goal 1: SO: Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers.</p> <p>SO Goal 2: SO: Develop cross-functional teams that support student success and include integrated career and transfer counseling.</p> <p>SO Goal 3: SO: Create a culture of communication that is evidence based, race conscious, institutionally focused, and equity advancing.</p>

<p>Identify specific actions your program/service area will engage in to accomplish this goal.</p>	<p>Examples may include: policy or practice changes; unit initiatives, curricular changes, etc.</p>	<p>SO Goal 1</p> <ol style="list-style-type: none"> 1. Reviewing Parent Cafe Survey data to inform changes to Parent Cafe dates/times 2. Maintain partnerships with CARE and The Stand for Parent Cafes 3. Review End-of-Semester Survey data building upon workshops series topics 4. Host community/family friendly events on campus that celebrates student achievements, engages students and builds their connection with the CalWORKs team, shares support services, and provides incentive cards for engagement 5. Expand relationship with Old Globe to provide opportunities for students to attend plays with an educational and historical component 6. Offer workshops centered on student success and career planning. <p>SO Goal 2</p> <ol style="list-style-type: none"> 1. Increase counseling appointment availability to provide academic, career, personal, and CalWORKs related counseling services 2. Hiring an additional adjunct counselor and a project assistant to further provide access and availability to counseling support services and resources 3. Increasing office hour coverage with additional hired support for more opportunities allowing students to meet with counselors to develop academic plans geared towards meeting a specific academic goal: certificate, degree, or transfer to the university. <p>SO Goal 3</p> <ol style="list-style-type: none"> 1. Outreach and inreach opportunities throughout the semester by tabling, district announcements, website, social media promotion, flyers, communications through canvas, email, partnerships 2. Purchasing of promotional items to give to students 2. Providing work-study opportunities to students during 2023-2024 academic year by identifying students interested in CalWORKs work-

		study positions on campus who meet criteria for employment and working closely with Financial Aid Federal Work-Study coordinator to build partnership
Does this Action Plan require resources	if yes, complete resource request form	<input type="checkbox"/> Yes <input type="checkbox"/> No
Lead Writer and Manager Information		
Lead writer Name(s)	Grace Aumoeualogo, Van Pham, Alondra Gomez	
Name of Program/Unit	CalWORKs (San Diego Mesa College)	
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Submission Date of Program Review Draft to Manager for feedback	4/17/2023	
Submission Date of Program Review Final Draft to Office of Institutional Effectiveness		