

SAN DIEGO
MESA COLLEGE



Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Student Services - CalWORKs

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.

Successes:

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: 41 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

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

Offered a CalWORKs End of the Year Ceremony to recognize student achievements.

Given the changes and growth of the CalWORKs team, CalWORKs hosted a meet and greet for students and campus community to meet the team and to learn about program and services.

<https://www.flickr.com/photos/sdmesa/albums/72177720306989653>

Challenges:

Lost one Counselor Coordinator at end of January 2023, provided opportunity for a different CalWORKs Counselor to serve as Coordinator starting in February 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

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.

More student engagement with educational workshops and events offered:

Fall 2022:

Implemented Parent Cafe Mondays in collaboration with CARE held in-person. Provided \$50 gas cards for CalWORKs student attendees and \$25 meal cards for non-CalWORKs student attendees. All student attendees provided breakfast pastries and beverages.

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

Summary and Reflection

Spring 2023:

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, 10 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

CalWORKs Grants offered twice a semester:

1st - \$300 grant for completion of ITPs

2nd – approximately \$250 grant for having updated ASEP/CSEP on file

Educational Packages:

Spring 2023 Welcome Back Package: backpack, school supplies, \$50 gas card, \$100 grocery card, \$50 bookstore card

March 2023 Educational Package: \$100 Amazon Card, \$100 grocery card, \$100 gas card, \$100 bookstore card

April 2023 Educational Package: \$100 Uber Card, \$100 Gas Card, \$50 Company Kitchen, \$100 Grocery Card

New Hires/Roles:

New Coordinator/Counselor - Grace Aumoeualogo (December 2022)

New Adjunct Counselor – Alondra Gomez (March 2023)

New Project Assistant – Melissa Cabrera (September 2022)

Tabling Opportunities/Networking

Mesa Continuing Education Resource Fair

Jumpstart Resource Fair

Welcome Week Fair

Created social media page

Provide updates on CalWORKs events and workshops

Connecting to other departments on campus

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.

Students are increasing engagement with various resources offered.

Counseling faculty are building stronger rapport and connections with students.

Students scheduling more counseling appointments

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete

Yes

Data Reflection

Trends observed in program/service area's data.

Instructional Data:

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:

Increase in booked counseling appointments

Summary and Reflection

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

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)

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.

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.

Related Documents for Charts and Graphs

Data Reflection Complete

Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.

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 month for attending workshops. Spring semester, students are given 1 gas card per workshop attended.

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?

Staffing changes have impacted the amount of appointments we have available.

Related Documents for Charts and Graphs

Practice Reflection Complete

Yes

Mid-Cycle Updates

Are there any edits or updates to the Executive Summary above?

Successes: We have increased student numbers since 22-23 academic year

Fall 2023: Currently serving 55 students

Summary and Reflection

Switched from CalWIN to CalSAWS which allows us to see active student's county cases if they are out of San Diego County region

Lost a project assist in June 2023 but recently hired a new project assistant in October 2023 who will continue in Spring 2024

3 students have received laptops to borrow for the semester

Office hours are consistent throughout the week Mon-Thur 9am-5pm, Fri 9am-1pm

Challenges:

Recently hired a new adjunct counselor, but lost adjunct counselor one month later

Counseling appointments decreased with loss of counselor

Counselors were in charge of taking on project assistant duties until new project assistant was hired

Increased student engagement with increased offerings of workshops and events:

Fall 2023:

Parent Café dates were changed to Wednesdays from 10am-11:30am for the first 3 Wednesdays of September, October, November in continuous partnership with CARE and The Stand

Provided \$50 gas cards to CalWORKs student attendees and \$25 meal cards for non-CalWORKs/CARE student attendees. All student attendees provided lunch, coffee, and other beverages

Student attendees increased to 20+ weekly from previous Spring 2023 semester of 8-10 student attendees average

CalWORKs Welcome(Back) Meet & Greet event with 44 attendees

Student Parent Family Night event had 46 attendees

Thriving Through Thanksgiving event had 28 attendees

Collaboration with The Old Globe provided 10 showing opportunities for students and their families

Provided a total of 19 workshops and events for CalWORKs students outside of the Parent Cafes (some workshops and events were in partnership with CARE, The Stand, Student Health Services, Family U)

Transportation card, Uber card, grocery card, Amazon card, 72Fifty card were the incentive cards offered to student attendees

Provided two educational packages:

Welcome/September 2023: \$100 grocery card, \$100 book card, \$50 Amazon card

October 2023: \$100 Amazon card, \$100 grocery card

1 End-of-Semester CalWORKs Grant: \$250

New Hires:

Project Assistant: Guadalupe Mendez

Tabling Opportunities:

Welcome Week

Black Excellence Symposium

Utilized Instagram Page for posting all events and workshops

Are there any edits or updates to the Data Reflection above?

Are there any edits or updates to the Practice Reflection above?

Counselors have created a strong rapport with many CalWORKs students

Student Parents are fostering strong connections with each other from attending Parent Cafes, Student Parent Healing Circles, Lunch With A Counselor, and Old Globe events

Providing incentive cards for each workshop and event helps support student retention and engagement

Summary and Reflection

Program Enrollment and Retention

Unit Goal: Increase student numbers from 37 to 42 and maintain retention of student numbers.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Pathways and Partnerships - Objective 3: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 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</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	
<p>Action Plan Status: Completed</p> <p>Action Plan: Student numbers were met for 2022-2023 academic year</p> <p>Action Plan Cycle: 2022 - 2023</p>	

Increase Appointment Availability

Unit Goal: Increase appointment availability through hiring new counselor for Fall 2023.

Goal Status: Active

Summary and Reflection

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Completion - Objective 2: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Increase counseling appointment availability to provide academic, career, personal, and CalWORKs related counseling services</p> <p>2. Hiring an additional adjunct counselor and a project assistant to further provide access and availability to counseling support services and resources</p> <p>3. Increasing office hour coverage with additional hired support for more opportunities allowing students to schedule appointments</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	

Increase Outreach

Unit Goal: Increase outreach efforts to promote CalWORKs Program support services.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 3: X

Action Plans	Action Plan Update
Action Plan Status: Active	Submission Date: 12/03/2023

Summary and Reflection

Action Plans	Action Plan Update
<p>Action Plan: 1. Outreach and inreach opportunities throughout the semester by tabling, district announcements, website, social media promotion, flyers, communications through canvas, email, partnerships</p> <p>2. Purchasing of promotional items to give to students</p> <p>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</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Action Plan Update: 1. Outreach and inreach opportunities throughout the semester by tabling, adding events to Mesa Calendar, adding event updates to President's Weekly updates, social media posts and stories, flyers distributed around campus, communication through Canvas and email.</p> <p>2. Providing promotional items for attendees at Meet & Greet event, Family Night event, tabling events, classroom presentations, and the Joint School Meeting</p> <p>3. Providing CalWORKs Work-Study opportunities for students by identifying project assistant positions on campus and identifying CalWORKs students that meet the Federal Work-Study eligibility</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: On Track</p>

Program Enrollment and Retention

Unit Goal: Increase number of students from 55 to 65

Goal Status: Active

Beginning Year: 2023 - 2024

Projected Completion Year: 2025 - 2026

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p>	

Summary and Reflection

Action Plans	Action Plan Update
<p>Action Plan: 1. Review Parent Café Survey data each semester to inform necessary changes to Parent Café dates/times and/or location based on growth</p> <p>2. Maintain partnerships with CARE and The Stand for Parent Cafes</p> <p>3. Review End-of-Semester survey data each semester in order to build upon workshop topics, improve quality of student services provided, better inform most beneficial incentive cards, increase events offered, and create new events</p> <p>4. Create events centered on student parents and their families throughout the semester that engages students and builds their connection with the CalWORKs team, shares CalWORKs support services, celebrates student achievements, and provides incentive cards for engagement</p> <p>5. Expand relationship with Old Globe to provide opportunities for students to attend plays with an educational and historical component throughout the semester</p> <p>6. Maintain partnership with CARE, The Stand, Family U student representative, and Student Health Services that provide a monthly Student Parent Healing Circle</p> <p>Action Plan Cycle: 2023 - 2024</p>	