



Departmental Services Outcomes
Measuring Success to Improve Teaching and Learning

Department/Unit Cal WORKS
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I	II	III	IV
Expected Outcomes (Student Service Outcomes, Student Service Outcomes, and/or Service Area Outcomes)	Assessment Plans (How will you measure your success? Include assessment method and how, what, when, and who)	Assessment Results (Describe results of the assessment. Include main findings, date, and report author.)	Implications and Plans for Improving Results (What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?)
To sustain and advance the College's capacity for student success, expand the number of students enrolled in the CalWORKS Program.	Internal records and CalWORKS Student Demographic Data 2009-2010; 2010-2011; 2011-2012.	Date from the CalWORKS Student Demographics show: 2008-2009 = 34 students 2009-2010 = 65 students 2010-2011 = 50 students 2011-2012 = 69 students (mid-year)	On-going operational outcome and assessed on an annual basis.
To create and provide innovative technology solutions with high level of services and College course access to students that will include assistance with county paperwork, educational and career guidance, assistance with child care, participation in a work-study program, and assistance with unsubsidized employment.	Per semester and/or academic year, student surveys will be distributed. 2009-2010 Student Satisfaction Survey within the Program Review Report.	From the 2009-2010 Student Satisfaction survey, students rated 4.5 (median out of 5) their satisfaction with services in counseling, process ancillary, campus referrals, community referrals, childcare assistance, and work-study. Students gave 4.7 rating (out of 5) for the CalWORKS Program overall.	On-going technical operational outcome that is assessed and updated on a bi-annual basis.
To ensure core learner success, develop and deploy online student satisfaction surveys to measure and evaluate effectiveness of services and completion of programs.	One Stop Center student services satisfaction surveys. Use of internal records and data from Institutional Effectiveness Office.	One Stop Student Satisfaction surveys are available online and deployed bi-annually.	On-going assessment of department services and programs.