Comprehensive Program Review Report (Narrative)
College of the Sequoias
Program Review - Work Experience

What are the strengths of your area?:
The Work Experience/Internship program has many strengths:
1. Participation in WEXP courses is required or identified as a restricted elective in thirty three certificate/ degree areas.
2. An average of 250 students, per semester, participate at community learning sites.
3. During the spring 2015 semester, students participating in WEXP courses completed 15,756.5 hours in a variety of community settings.
4. Provides a link for the college to community employers.
5. Students have the chance to "try out" career opportunities before selecting certain career paths or majors.

What improvements are needed?:
1) The program utilizes primarily full-time instructors taking on WEXP courses as overload, along with a few adjunct instructors. This structure limits the number of students that are able to enroll. Continued access to enrollment for summer sessions would offer additional learning opportunities for students. The CWEE courses generally have high success rates. Because the nature of work experience courses are outside the standard parameters of academic departments.
2) Clerical support on a full-time basis is also needed. In order to increase the numbers of students in all areas of WEXP based on demand by community sites, especially in the areas of health care, business, and law organizations. We have not been able to accomodate these requests due to limited clerical resources. These areas require special screening of student applicants as well as background checks, and fingerprinting. We also do not have the resources to track job offers after placement.

Describe any external opportunities or challenges.: Because CWEE courses utilizes primarily full-time instructors taking on WEXP courses as overload, along with a few adjunct instructors, access to enrollment each semester is limited. In order to increase opportunities for student continued opportunities for enrollment/participation, summer session courses are needed.

Overall Outcome Achievement: Student Survey result indicate that students find the courses to be beneficial toward developing career knowledge and self-awareness (see student survey results). Students have also indicated an interest in continuing enrollment opportunities during the summer months. Participation during the 2015 summer session was successful. Students completed over 6000 hours of work experience/internship at a variety of community sites.

Action: Increase Enrollment Opportunities
Increase WEXP opportunities for CTE students by offering WEXP courses in summer school.

Start Date: 06/01/2016
Completion Date: 08/01/2016
Status: Continued Action

Identify related course/program outcomes: Demonstrate working knowledge of the services offered to clients or customers by employees in the agency or business. Develop self-awareness and interpersonal skills appropriate to student role within agency or business.

Person(s) Responsible (Name and Position): Lisa Greer

Rationale (With supporting data): WEXP courses were offered in the summer of 2015. During summer 2015, 52 students participated in Work Experience at local businesses and community agencies gaining beneficial knowledge and experience. Often experiences in the summer offer unique learning opportunities.

One example of this would be the student's ability to devote longer blocks of time at their placement site during the summer session. During a Fall or Spring semester, Work Experience hours are often fit into already full student schedules. Because of this, students are often forced to devote only a few hours a week to their placement site. Student schedules tend to be less stressful during the summer session, allowing students to devote more time to their site. These longer blocks of time enable greater focused learning and experience for students.
Another unique opportunity that can only be achieved through year-round work experience is long term employer-student relationships. Employers in the community often use Work Experience as a way to observe and train potential future employees. Long-term employer-student relationships turn into jobs. Employers benefit greatly by being able to hire employees they know to be adequately prepared and well-suited for the position. When Work Experience is offered year-round, students have the opportunity to stay on with a particular agency/organization without having to accommodate the 3-month gap between Fall and Spring semesters, leading to these vital relationships being built. The number of students participating in 2015 was about half (52) of the number that participated when last offered in 2010 (114). Late approval of course offerings appears to have limited the number of students participating.

Priority: High  
Safety Issue: No  
External Mandate: No

Link Actions to District Objectives

District Objectives: 2013-2015
* 2013-2015: District Objective #1 - District Objective #1 for 2013-2015: Provide effective academic support services as measured by an increase in the rate at which students successfully complete courses.  
* 2013-2015: District Objective #7 - District Objective #7 for 2013 - 2015: Allocate resources based on an accountable and systematic District-wide planning and budget development process that links this allocation to Institutional Program Reviews and the Strategic Plan.

District Objectives: 2015-2018
* District Objectives - 1.1 - Increase overall enrollment by 1.75% annually  
* District Objectives - 2.2 - Increase the number of students who earn an associate degree or certificate annually.  
* District Objectives - 2.4 - Increase Career Technical Education course success rates and program completion annually.

Action: Classified

Increase the numbers of students in Work Experience, Business Internship, and Paralegal Program Internship by a total of 15%. In addition, track the students in these programs that as a result of participation end up with a job or paid internship.

Implementation Timeline: 2015 - 2016
Start Date: 08/01/2016
Status: New Action

Identify related course/program outcomes:

1) Given participation in a business agency or business, students will be able to function in the role of student intern/employee, completing tasks appropriate to role in setting. Evaluation of the degree of accomplishment will be made by site supervisor, using methods appropriate to agency or business.

2) Given participation in a healthcare agency or business, students will be able to function in the role of student intern/employee, completing tasks appropriate to role in setting. Evaluation of the degree of accomplishment will be made by site supervisor, using methods appropriate to agency or business.

3) Given participation in a law office agency or business, students will be able to function in the role of student intern/employee, completing tasks appropriate to role in setting. Evaluation of the degree of accomplishment will be made by site supervisor, using methods appropriate to agency or business.

Person(s) Responsible (Name and Position):
Lisa Greer & Janell Spencer

Rationale (With supporting data):
The number of requests from health care and business organizations for students has increased. We have not been able to accommodate these requests due to limited resources. For example, Family Healthcare Network has requested we place students in their many facilities throughout Tulare County. There are opportunities to place students in other health care settings as well as in business and law organizations. With the continued growth of the paralegal program more students are required to complete work experience in legal settings. Currently there are not the resources to track job offers.

Priority: High  
Safety Issue: No  
External Mandate: Yes

Rationale (With supporting data): The number of requests from health care and business organizations for students has increased. We have not been able to accommodate these requests due to limited resources. For example, Family Healthcare Network has requested we place students in their many facilities throughout Tulare County. There are opportunities to place students in other health care settings as well as in business and law organizations. With the continued growth of the paralegal program more students are required to complete work experience in legal settings. Currently there are not the resources to track job offers.

Priority: High  
Safety Issue: No  
External Mandate: Yes

Add Resource Request for Action

<table>
<thead>
<tr>
<th>Resource Description</th>
<th>Why is this resource required for this action?</th>
<th>Notes (optional)</th>
<th>Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource Description</td>
<td>Why is this resource required for this action?</td>
<td>Notes (optional)</td>
<td>Active</td>
</tr>
</tbody>
</table>
Add Resource Request for Action

<table>
<thead>
<tr>
<th>Resource Description</th>
<th>Why is this resource required for this action?</th>
<th>Notes (optional)</th>
<th>Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the hours to full-time from the current 24 hours per week for the paid clerical assistant. The additional hours will provide the required support to faculty to reach this action. The additional hours will be used to coordinate and track all the required steps for each student who works in a health care setting. This includes, but not limited to, immunizations, background check, and drug screen prior to placement. Additional hours will go to completing and reviewing student applications and assisting community sites with student recruitment. Currently, this is a 24 hour per week (12 month) clerical position shared between the Work Experience Program and the Business Internship Program. The request is to increase the current position to full-time.</td>
<td>Specifically for Work Experience/Internship to increase the opportunities for more students to gain experience in high demand employment areas.</td>
<td>The current clerical position is funded at 24 hours per week, 12 months per year. The resource request is for the additional 16 hours and cost of benefits. The position will continue to benefit both the Work Experience Program as well as the Business Internship Program.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Resource Type:
Classified- New/Replacement

Link Actions to District Objectives

District Objectives: 2015-2018

* District Objectives - 1.1 - Increase overall enrollment by 1.75% annually
* District Objectives - 2.2 - Increase the number of students who earn an associate degree or certificate annually.
* District Objectives - 2.4 - Increase Career Technical Education course success rates and program completion annually.
Prepared by: Lisa Greer

What are the strengths of your area?:
The Work Experience/Intership program has many strengths:
1. Participation in WEXP courses is required or identified as a restricted elective in thirty three certificate/degree areas.
2. An average of 250 students, per semester, participate at community learning sites.
3. During the spring 2015 semester, students participating in WEXP courses completed 15,756.5 hours in a variety of community settings.
4. Provides a link for the college to community employers.
5. Students have the chance to "try out" career opportunities before selecting certain career paths or majors.

What improvements are needed?:
1) The program utilizes primarily full-time instructors taking on WEXP courses as overload, along with a few adjunct instructors. This structure limits the number of students that are able to enroll. Continued access to enrollment for summer sessions would offer additional learning opportunities for students.
2) Clerical support on a full-time basis is also needed. In order to increase the numbers of students in all areas of WEXP based on demand by community sites, especially in the areas of health care, business, and law organizations. We have not been able to accommodate these requests due to limited clerical resources. These areas require special screening of student applicants as well as background checks, and fingerprinting. We also do not have the resources to track job offers after placement.

Describe any external opportunities or challenges:
Because CWEE courses utilizes primarily full-time instructors taking on WEXP courses as overload, along with a few adjunct instructors, access to enrollment each semester is limited. In order to increase opportunities for student continued opportunities for enrollment/participation, summer session courses are needed. Administrative approval for offering WEXP courses in the summer of 2015 offered the opportunity for 52 students to participate. Consistently offering WEXP courses in the summer would allow students to participate in external opportunities on a year round basis. Community programs/employers request students on a year round basis. Currently, lack of clerical staff limits the ability to meet the demands for students from additional outside agencies.

Overall Outcome Achievement:
Student Survey result indicate that students find the course to be beneficial toward developing career knowledge and self-awareness (see student survey results). Students have also indicated an interest in continuing enrollment opportunities during the summer months. Participation during the 2015 summer session was successful. Students completed over 6000 hours of work experience/internship at a variety of community sites.

Changes based on outcome achievement:
Based on the identified outcome achievement, faculty would like WEXP sections to continue be offered in future summer sessions.

Outcome cycle evaluation:
SLOs are evaluated every semester as part of the overall student evaluation. All instructors participating in WEXP courses are involved. Work Experience is unique in that its courses are part of many degree and certificate requirements, yet as a program it does not award certificates or degrees. Because of this uniqueness, traditional program evaluation methods don't fit. Assessment information related to student success rates can be found in the Document section. In the majority of sections, the rate is eighty percent or above.

<table>
<thead>
<tr>
<th>Actions</th>
<th>Add Resource Request for Action &amp; Why is this resource required for this action? / Tasks</th>
<th>Updates</th>
<th>Update on Resource Allocation Effectiveness &amp; Additional Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Review - Work Experience - Increase Enrollment Opportunities - Increase WEXP opportunities for CTE students by offering WEXP courses in summer school.</td>
<td></td>
<td>09/08/2015 - During the summer session of 2015, fifty two students participated in sections of WEXP courses. This number is smaller than was anticipated. This appears to be due to late approval of course offerings. This Action will continue as an ongoing</td>
<td>09/23/2015 - Summer offerings of WEXP courses were effective in providing opportunities for students to participate in unique work settings. Students completed a total of 6728 hours at various public/private sector locations.</td>
</tr>
</tbody>
</table>

Implementation Timeline:
2014 - 2015

Start Date: 06/01/2016
Completion Date: 08/01/2016
Status: Continued Action
**Identify related course/program outcomes:**
Demonstrate working knowledge of the services offered to clients or customers by employees in the agency or business. Develop self-awareness and interpersonal skills appropriate to student role within agency or business.

**Person(s) Responsible (Name and Position):**
Lisa Greer

**Rationale (With supporting data):**
WEXP courses were offered in the summer of 2015. During summer 2015, 52 students participated in Work Experience at local businesses and community agencies gaining beneficial knowledge and experience. Often experiences in the summer offer unique learning opportunities. One example of this would be the student's ability to devote longer blocks of time at their placement site during the summer session.

During a Fall or Spring semester, Work Experience hours are often fit into already full student schedules. Because of this, students are often forced to devote only a few hours a week to their placement site. Student schedules tend to be less stressful during the summer session, allowing students to devote more time to their site. These longer blocks of time enable greater focused learning and experience for students.

Another unique opportunity that can only be achieved through year-round work experience is long-term employer-student relationships. Employers in the community often use Work Experience as a way to observe and train potential future employees. Long-term employer-student relationships turn into jobs. Employers benefit greatly by being able to hire employees they know to be adequately prepared and well-suited for the position. When Work Experience is offered year-round, students have the opportunity to stay on with a particular agency/organization without having to accommodate the 3-month gap between Fall and Spring semesters, leading to these vital relationships being built. The number of students participating in 2015 was about half (52) of the number that participated when last offered in 2010 (114). Late approval of course offerings appears to have limited the number of students participating.
Program Review - Work Experience - Classified

- Increase the numbers of students in Work Experience, Business Internship, and Paralegal Program Internship by a total of 15%. In addition, track the students in these programs that as a result of participation end up with a job or paid internship.

**Implementation Timeline:**
2015 - 2016

**Start Date:**
08/01/2016

**Status:**
New Action

**Identify related course/program outcomes:**

1) Given participation in a business agency or business, students will be able to function in the role of student intern/employee, completing tasks appropriate to role in setting. Evaluation of the degree of accomplishment will be made by site supervisor, using methods appropriate to agency or business.

2) Given participation in a healthcare agency or business, students will be able to function in the role of student intern/employee, completing tasks appropriate to role in setting. Evaluation of the degree of accomplishment will be made by site supervisor, using methods appropriate to agency or business.

3) Given participation in a law office agency or business, students will be able to function in the role of student intern/employee, completing tasks appropriate to role in setting. Evaluation of the degree of accomplishment will be made by site supervisor, using methods appropriate to agency or business.

**Person(s) Responsible (Name and Position):**
Lisa Greer & Janell Spencer

**Rationale (With supporting data):**
The number of requests from health care and business organizations for students has increased. We have not been able to accommodate these requests due to limited

**Resource Description:**
Increase the hours to full-time from the current 24 hours per week for the paid clerical assistant. The additional hours will provide the required support to faculty to reach this action. The additional hours will be used to coordinate and track all the required steps for each student who works in a health care setting. This includes, but not limited to, immunizations, background check, and drug screen prior to placement. Additional hours will go to completing and reviewing student applications and assisting community sites with student recruitment. Currently, this is a 24 hour per week (12 month) clerical position shared between the Work Experience Program and the Business Internship Program. The request is to increase the current position to full-time.

**Resource Type:**
Classified- New/Replacement

**Why is this resource required for this action?:**
Specifically for Work Experience/ Internship to increase the opportunities for more students to gain experience in high demand employment areas.

**Cost Estimate:**
18000
resources. For example, Family Healthcare Network has requested we place students in their many facilities throughout Tulare County. There are opportunities to place students in other health care settings as well as in business and law organizations. With the continued growth of the paralegal program more students are required to complete work experience in legal settings. Currently there are not the resources to track job offers.

**Priority:**
High

**Safety Issue:**
No

**External Mandate:**
Yes