

# Comprehensive Program Review Report



## Program Review - Work Experience

### Program Summary

#### 2021-2022

**Prepared by:** Lisa Greer, Daniel Rivas

**What are the strengths of your area?:**

1. Students have the chance to "try out" career opportunities before selecting specific career paths or majors.
2. An average of 171 students in the 2020 Fall Semester participated in community learning sites.
3. During the Fall 2020 Semester, students participating in WEXP courses completed 26,850 hours in various community settings.
4. The program provides a link for the college to community employers.
5. Participation in Work Experience courses is required or identified as a restricted elective in thirty-three certificate/degree areas.
6. The student success rate is 91.9 percent. In reviewing data, it appears that 100 percentage Caucasians were successful compared to Hispanics; only 82.3 percent were successful. This is a huge difference and will be monitor closely in future Program reviews. In reviewing gender data, males and females are successful at a similar rate at proximately 90 percent. (See data in Document Repository).
7. Because of the efforts of CWEE Dean, Budget Committee, Business Division Faculty, Administration, and the Board, funding for the clerical assistant position was made a permanently district-funded position. This will ensure student access on a year-round basis.

**What improvements are needed?:** Data indicates that participation numbers have dropped in CWEE courses. The steps identified below will improve enrollment patterns and working relationships with the campus Career Center.

1. Participate in more campus events.
2. Promote the program through social media.
3. Send out enrollment notices via COS email to all students.
4. Continue to strengthen the relationship with Career Service Programs.

**Describe any external opportunities or challenges.:**

1. During the COVID-19 pandemic, the program faced some challenges transitioning digitally and remotely. Before, COVID-19 application forms, registration forms, and various student and site information were processed by hand. Because of the epidemic, the college was required to shift all communication and outreach online. This transition was very time-consuming and left many participating students as well potential new students cautious on how the program could provide services due to the state-mandated business shutdown and social distancing guidelines.

2. There seems to be a disconnect in cohesiveness with Career Services Programs. The Work Experience, Internship, CTE, Work-Study departments provide students access and opportunities for career development and success. Each program has its uniqueness and is diverse and, at times, has been faced with difficulty with the program working together seamlessly.

**Overall SAO Achievement:** 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 degrees 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. WEXP is pleased that most of the students are meeting the expectation.

**Changes Based on SAO Achievement:** N/A

## Action: 2021-2022 Ensure student success by updating Work Experience Plan in compliance with Title V

Update the current plan for the Work Experience program.

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Work Experience Faculty Coordinator

Rationale (With supporting data): The current plan for the WEXP has not been updated in seven years. Several changes in the program have taken place and need to be reported to the Chancellor's office.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

### Update on Action

#### Updates

Update Year: 2021-2022

09/29/2020

Status: Continue Action Next Year

Information from the Chancellor Office indicated possible changes to CWEE Program requirements. Because of this possibility, the plan will be completed during 2020-2021.

Impact on District Objectives/Unit Outcomes (Not Required): The program staff understands the importance of accurate documentation. Again, the update will be completed this year (2020-2021).

### Link Actions to District Objectives

District Objectives: 2015-2018

District Objectives - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.

District Objectives: 2021-2025

District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

## Action: 2021-2022 Increase Enrollment Opportunities For Students

Increase WEXP opportunities for students by offering WEXP courses annually .

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

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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): During the summer of 2021 and the Covid-19 pandemic, an electronic application was created and implemented to provide students with easy access to summer registration. A total of 82 students in various Work

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Experience Courses successfully enrolled for the summer session. All 82 students were able to complete their respective courses while instructors and program staff worked remotely.

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 spend more time with their placement site. These longer blocks of time enable more significant 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 significantly 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 the Fall and Spring semesters, leading to these vital relationships being built.

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

Update on Action	
<i>Updates</i>	
<b>Update Year:</b> 2021-2022	09/07/2018
<b>Status:</b> Action Completed	
Because of the hiring of the full-time clerical position, additional students were able to participate during the summer.	
<b>Impact on District Objectives/Unit Outcomes (Not Required):</b> During the summer session 135 students participated. Of those, 5 students were able to benefit from participating in the CTE STEM Internship Program. This unique opportunity linked specific students with particular community employers. Enrollment did increase and data shows that during the 2018 Summer Session there was 157% enrollment increase compare to Summer of 2016 and of 2017. It is anticipated to grow next summer as additional employers have indicated interest in working with students. Annual enrollment has also increase by 41% over the last three years.	
<b>Related Documents:</b>	
<a href="#">Program Review Data Metric 2018.pdf</a>	

## Link Actions to District Objectives

District Objectives: 2013-2015
<b>2013-2015: District Objective #1</b> - 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.
<b>2013-2015: District Objective #7</b> - 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
<b>District Objectives</b> - 1.1 - Increase overall enrollment by 1.75% annually
<b>District Objectives</b> - 2.2 - Increase the number of students who earn an associate degree or certificate annually.
<b>District Objectives</b> - 2.4 - Increase Career Technical Education course success rates and program completion annually.
District Objectives: 2021-2025
<b>District Objective 1.1</b> - The District will increase FTES 2% from 2021 to 2025.

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## Action: 2021-2022 Improve communication with students in the Work Experience/ Internship Program through Mass Text and Email to Students

Currently the system for communicating with potential students for enrollment opportunities is very fragmented. The CWEE Office depends on Computer Services to launch our text and email messages to students. Work with Computer Services Dean to identify the appropriate technician to fulfill this need. Clear information for students related to dates/times for enrollment is crucial for student success.

**Leave Blank:**

**Implementation Timeline:** 2021 - 2022

**Leave Blank:**

**Leave Blank:**

**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 roles within the agency or business.

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

**Rationale (With supporting data):**

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

### *Link Actions to District Objectives*

District Objectives: 2021-2025

**District Objective 4.2** - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

**District Objective 4.3** - Improve professional development practices District-wide for all District employees to support equity and operational effectiveness from 2021-2025.

## Action: 2021-2022 Improve communication with other Career Services Programs to help better promote to Students Access Opportunities.

Career Services Programs offer many great opportunities to COS students and industry partners, but there is a lack of understanding to what each program provides. The work experience clerical assistant will spend some time working closely with the other career services programs to help link them together. We find that this action will help better promote and serve COS students and industry partners.

**Leave Blank:**

**Implementation Timeline:** 2021 - 2022

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Demonstrate working knowledge of the services offered to students through other campus career services.

**Person(s) Responsible (Name and Position):** Daniel Rivas

**Rationale (With supporting data):** Data is limited. During 2020-2021, we will collect data to evaluate student awareness of other campus career services.

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

### *Link Actions to District Objectives*

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District Objectives: 2021-2025

**District Objective 2.4** - Increase the percentage of CTE students who achieve their employment objectives by five percentage points (job closely related to field of study and attainment of a livable wage) and the number of CTE students who successfully complete 9+ CTE units in a single year by 10% from 2021-2025.

**District Objective 4.2** - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

**District Objective 4.3** - Improve professional development practices District-wide for all District employees to support equity and operational effectiveness from 2021-2025.

## Action: 2020-2021 Improve Program Access and Services Online to Students

Updating and implementing new electronic form to provide to students for course assignments and registration. The Work Experience Program will also utilize Zoom, emails, and phone calls to reach-out or communicate with students to provide services on a consistent basis.

**Leave Blank:**

**Implementation Timeline:** 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Demonstrate working knowledge of the program courses. Students will be able to access the program personnel both electronically and in person.

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

**Rationale (With supporting data):**

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

### Update on Action

#### Updates

**Update Year:** 2020 - 2021

09/17/2021

**Status:** Action Completed

A method for online enrollment and program application completion was developed and utilized.

**Impact on District Objectives/Unit Outcomes (Not Required):**

## Link Actions to District Objectives

District Objectives: 2021-2025

**District Objective 4.2** - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

**District Objective 4.3** - Improve professional development practices District-wide for all District employees to support equity and operational effectiveness from 2021-2025.

## Action: 2021-2022 CWEE Marketing Video for Students.

To create an informational program video that focuses on the benefits of participating in CWEE.

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**Implementation Timeline:** 2021 - 2022

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**Identify related course/program outcomes:** In order to provide a new method of reaching students, a promotional video will give the students a new form of learning about the program and enrollment process.

**Person(s) Responsible (Name and Position):** Daniel Rivas and Vanessa Lamb

**Rationale (With supporting data):**

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## *Link Actions to District Objectives*

District Objectives: 2021-2025
<b>District Objective 1.1</b> - The District will increase FTES 2% from 2021 to 2025.