Comprehensive Program Review Report

Program Review - Work Experience

Program Summary

2020-2021

Prepared by: Lisa Greer, Daniel Rivas – 2020

What are the strengths of your area?: 1. Students have the chance to "try-out" career opportunities before selecting certain career paths or majors.

2. An average of 252 students, per semester, participate in community learning sites.

3. During the Fall 2019 Semester, students participating in WEXP courses did complete 26,700 hours in a variety of 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 92 percent. (See data in Document Repository).

What improvements are needed?: 1) One anticipated change will take place on December 31, 2021, that will have a major impact on the Work Experience/ Internship Program. The current full-time clerical position will revert to part-time, due to the loss of CTE grant funds. This reduction of hours will impact student's access to services, including summer sessions, registration assistance, and the overall ability of community business partners to gain information about participation with students. Also, WEXP faculty will be limited in their ability to access registration for their students and assistance in resolving registration conflicts. In reviewing the work-load and providing access for students, it has been determined to be critical that the full-time clerical position is maintained and permanently funded by the district. To continue to increase the numbers of students in all areas of WEXP, especially in the areas of health care, business, human services, agriculture, architecture, nursing, administration of justice, paralegal, sports medicine, child development, welding, fashion, and culinary, continued full-time access to program representation is critical. Many CTE areas require special screening of student applicants as well as background checks and fingerprinting. The full-time clerical position allows time for meeting the unique requirements related to student enrollment. Having only a halftime clerical support will mean delays in services for students related to a special screening for registration. The Work Experience Program is very grateful for the CTE funding, but this funding was never permanent. For success to continue in the program, full-time district funding is required.

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 was 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 participating students, and students interested in participating, leery 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.

3. Because Cooperative Work Experience Education courses primarily utilize full-time instructors taking on WEXP courses as overload, along with a few adjunct instructors, access to enrollment each semester is limited. Community programs/employers request students on a year-round basis.

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
Outcome cycle evaluation: N/A

Action: 2019-2020 Ensure Student Success on an Ongoing Basis

Currently the full-time clerical position is funded roughly 50/50 split. Because the CTE funds typically end after a period of time it is necessary that the position be funded 100% by the district.

Leave Blank:
Implementation Timeline: 2019 - 2020
Leave Blank:
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Identify related course/program outcomes: Course Outcome: Given individual instruction , students will be able to demonstrate knowledge of career opportunities and employment outlook Assessment methods vary depending on employment site and individualized learning objectives. Assessment could include skill demonstration, written evaluation and employer feedback.

A. Skill demonstrations

B. Problem solving assignments or activities
Person(s) Responsible (Name and Position): Lisa Greer & Daniel Rivas
Rationale (With supporting data): 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. Multiple emails serve as documentation of request for services.
Priority: Medium
Safety Issue: No
External Mandate: No
Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2020 - 2021   09/29/2020
Status: Continue Action Next Year
The full-time clerical position was approved in May 2017. The position was filled in June 2017. The position is being shared between the Work Experience Program and Business Internship Program. The cost for the position is split between district funds and CTE grant funds, (Strong WorkForce). Because the clerical position is year-round, students are able to access help with enrollment, placement, and employment sites. The data clearly reflects an increase in student participation including an overall success rate of 91%. Additionally, the program increases the sections offered by 32%.
Impact on District Objectives/Unit Outcomes (Not Required): The program increase has helped the district in meeting its objective in meeting enrollment increases. In order for success to continue, the program requires that the clerical position be made permanent related to its funding source. This offers students access to enrollment and resource information on a year round basis.

Resources Description

Personnel - Classified/Confidential - Make permanent, using district funds the clerical assistant position in the Work Experience/ Internship Program. Currently, district funds cover 24 hours per week toward the clerical position. The remaining hours are paid for by a CTE grant, which will end on December 31, 2021. The full-time position will revert to part-time. Permanent district funding will ensure access to students, staff, and the community on a consistent basis. (Active)

Why is this resource required for this action?: It is difficult to plan ahead to increase services to students when both program coordinators are unsure if students' needs are met based on funding and availability of clerical support. The internship/ work experience clerical support position's responsibilities have grown exponentially; therefore, the position should be maintained as full time and funded through the general fund rather than grant-funded. The grant that is

currently funding part of this position will end in December 2021. This would reduce the position to 24 hours a week and severely reduce the ability to maintain and grow the program. Because of the amount of student contact, local business contact, and required paperwork, reducing this position's hours would negatively impact both the Work Experience and Internship Program.
Notes (optional): FTES has surpassed 1.75% (See Document Repository). Data shows that for spring, summer, fall 2019 FTES is 98.83.
Cost of Request (Nothing will be funded over the amount listed.): 42000

Link Actions to District Objectives

District Objectives: 2018-2021
District Objective 1.1 - The District will increase FTES by 1.75% over the three years

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: 2019-2020 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: 2019 - 2020
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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 six 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: 2020 - 2021   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: 2018-2021
District Objective 1.1 - The District will increase FTES by 1.75% over the three years

District Objectives: 2015-2018

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

Action: 2019-2020 Increase Enrollment Opportunities For Students

Increase WEXP opportunities for students by offering WEXP courses annually .

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Implementation Timeline: 2019 - 2020
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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 2020 and the Covid-19 pandemic, an electronic application was created and implemented to provide students with easy access for summer registration. A total of 62 students in various Work Experience Courses successfully enrolled for the summer session. All 62 students were able to complete their respective courses while instructors and program staff worked remotely.

During the summer of 2019, the Work Experience program participated in a work-based learning pilot project with Golden West and Mount Whitney High school students. Students had an opportunity to earn college credit while volunteering in an area related to their career interests. A total of 8 students have successfully completed the course.

During summer 2018, 136 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 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 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

Updates

Update Year: 2020 - 2021   09/07/2018
Status: Continue Action Next Year
Because of the hiring of the full-time clerical position, additional students were able to participate during the summer.
Impact on District Objectives/Unit Outcomes (Not Required): 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. This action will continue into the following year.

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Related Documents:
Program Review Data Metric 2018.pdf

Link Actions to District Objectives

District Objectives: 2018-2021
District Objective 1.1 - The District will increase FTES by 1.75% over the three years

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: 2019-2020 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: 2019 - 2020
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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 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: 2018-2021
District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents
District Objective 4.3 - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.

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Action: 2019-2020 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: 2019 - 2020
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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

District Objectives: 2018-2021
District Objective 2.4 - By 2021, Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points
District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents
District Objective 4.3 - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.

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
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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:

Link Actions to District Objectives

District Objectives: 2018-2021

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District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objective 4.3 - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.