



C U Y A M A C A  
• C O L L E G E •

# Annual Update Report

SIS - CalWORKS

**Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander. (Goal 1)**

**Program Goal:** Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander.

**Goal Status:** Active

**Mapping**

2022 - 2028 Strategic Plan: (X)

- **Increase Equitable Access:** Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander. (X)

<b>Summary of Progress or Results</b>
<p><b>Summary Date:</b> 11/26/2024</p> <p><b>Summary of Progress or Results:</b> Goal in Progress</p> <p><b>Reporting Period:</b> 2024 - 2025</p> <p><b>Status:</b> In Progress - will carry forward into next year</p> <p><b>Action steps for this academic year.:</b></p> <p>Our action steps are our SAO's. They are all in progress and currently working on them.</p> <ol style="list-style-type: none"><li>1. Increase engagement with and presence in on-campus events and spaces, particularly those geared toward the student populations that CalWORKs seeks to enroll, such as Umoja, Puente/Latinx, RISE, Queer, and/or AAPI events, programs, and/or courses.</li><li>2. Collaborate with categorical programs to create and scale a process that identifies students who are affiliated with EOPS, DSPS, Veterans, NextUp, and/or Up! programs, and who are also eligible for CalWORKs.</li><li>3. Increase referrals from Public Consulting Group (PCG) and other county programs, particularly in our region, to increase enrollment by 10% each year.</li></ol> <p>New Action Steps for the next year:</p> <ol style="list-style-type: none"><li>1. Increase engagement with and presence in on-campus events and spaces, particularly those geared toward the student populations that CalWORKs seeks to enroll, such as Umoja, Puente/Latinx, RISE, Queer, and/or AAPI events, programs, and/or courses.</li></ol> <ul style="list-style-type: none"><li>• Collaborate with and support programs with the aim to increase awareness of CalWORKs, such as student clubs and cultural programs like UMOJA and the future Puente Program.</li><li>• Participate in cultural heritage months on campus by setting up a booth or table to promote CalWORKs.</li><li>• Organize events specifically tailored to parenting students and invite relevant programs to participate or encourage their students to attend.</li><li>• Develop a CalWORKs social media page and include it in our outreach materials and flyers to promote the program.</li></ul>

### Summary of Progress or Results

- Reach out to ACP counseling leaders to explore the possibility of including CalWORKs information in their classroom presentations.
  2. Collaborate with categorical programs to create and scale a process that identifies students who are affiliated with EOPS, DSPS, Veterans, NextUp, and/or Up! programs, and who are also eligible for CalWORKs.
- We will continue this process in the upcoming year by reaching out to the listed programs to obtain their student lists and identify those who qualify for CalWORKs.
  3. Increase referrals from Public Consulting Group (PCG) and other county programs, particularly in our region, to increase enrollment by 10% each year.
- Host a networking event to invite PCG representatives to campus, where they can meet the staff, ask questions, and learn more about our program and college.

## Service Area Overview and Update

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### Lead Author

Asma Yassi

### Collaborator(s)

Sade Burrell, Sara Allen, Belle Ayala

### Initial Collaboration Date with Service Area Team

10/16/2024

### Dean/Manager(s)

Dr. Sade Burrell, Associate Dean of Student Services and Special Programs

### Initial Collaboration Date with Dean/Manager

12/02/2024

**Please summarize the significant changes and achievements that have occurred in your service area since the last program review.**

#### **During Fall 2023-Spring 2024.**

#### **Hiring of the permanent Full time Associate Dean, Dr. Sade Burrell**

Dr. Burrell joined Cuyamaca's categorical programs in early Fall 2023 and has played a key role in supporting CalWORKs staff and faculty, as well as implementing new and effective practices that align with the CalWORKs Program's ongoing vision of providing equitable services to students.

#### **Summer Success Activities and Events**

##### Summer 2023:

- June 20- July 28 (6 weeks)
- 20-25 hours per week
- Offered both in-person and online workshops via Canvas
- Examples include: Mindful Meditation, Transfer 101, Growth Mindset, Stress Management, College Degree Types and Requirements.

##### Summer 2024

- June 10- August 8 (9 weeks)
- Offered in-person and online workshops via Canvas with optional additional hours
- Examples include: Positive Parenting, SDSU Tour, Resume Writing, Career Exploration, Interview Skills.
- The comparison report on the demographics of workshop attendees for Summer 2023 and 2024 shows that the majority of participants were female, with most identifying as either Middle Eastern or White, and aged 25 or older. All participants were economically disadvantaged, which aligns with their involvement in the CalWORKs program. However, there is a need to promote our workshops to a broader range of students, particularly those who identify as African American/Black, Asian, and Hispanic/Latino. This goal is in line with our broader objective of increasing diversity within our program.

#### **Hiring of 2 new adjunct counseling faculty in April 2024**

- Trained and mentored by full time faculty counselor/coordinator
- Collaborated with EOPS to create training plan and appropriate time line
- Collaborated with General Counseling Department and Transfer Center to help further train our adjuncts
- Evaluation of the new adjuncts will be conducted in Fall 2024.

## Annual Update

### Establishment of a timeline to evaluate adjuncts

- To stay up to date with the seven CalWORKs adjunct's evaluations, the CalWORKs Faculty Coordinator created a spreadsheet for evaluations completed and due per semester. By end of Spring 2025, all adjunct faculty evaluations will be done and will be repeated in 3 years.
- SP 23: Evaluated one adjunct CalWORKs counselor
- SP 24: Evaluated two adjunct CalWORKs counselors
- FA 24: Evaluation set for the two new adjunct CalWORKs counselors
- SP 25: Evaluation set for another two adjunct CalWORKs counselors

### SARS New Practices and Adjustments

- Staff and Faculty schedules were reviewed carefully in Fall 2024 and discussed among the dean and coordinator and changes were made to provide more efficient services to students and better align with other categorical programs prioritizing our program needs and nature of our work.
- Reduction of prep time given to each counselor per day.
- Addition of more details and notes on SARS grid.
- Addition of the Info Flags window to add notes and comments for students.
- Streamlining the process of updating schedules and clearly communicating that to all staff and faculty.

### Collaborations with EOPS

- Creation of EOPS/CalWORKs Counselor Coordinator guidelines and duties
- Joined forces to hire new EOPS and CalWORKs adjunct counselors and worked on a similar timeline to train them.
- Collaborated to purchase a total of 100 Chromebooks and hotspots for the library to prioritize CalWORKs and EOPS students for their computer loaner program.
- Work regularly together to create events and workshops to students such as financial aid related workshops, Live Your Dream Scholarship workshops, and Welcome Week events.
- Plans to collaborate for the Fall Family Festival set for Fall 2024.

### Professional Development

- All CalWORKs counselors completed 1-hr training on Equity-Centered Counseling Foundations in the Vision Resource Center in Spring 2024. This training was offered by the California Community Colleges.
- Most CalWORKs staff and faculty attended a professional development training by Kendall Ficklin to complete a DISC Assessment in Spring 2024.
- CalWORKs Counselor Coordinator attended a webinar called All the Black Girls are Activists featuring author Ebony Janice in April 2024.
- CalWORKs Counselor Coordinator participated in year-long Counseling Institute 2023-2024 with all full-time counselors in the division as well as counselors from the region.
- CalWORKs Counselor Coordinator attended a 2-day National Career Development Association (NCDA) Conference in San Diego in Summer 2024.

## Annual Update

- CalWORKs Staff and Faculty attended The Annual CalWORKs Conference in Spring 2024.
- Upcoming trainings for Fall 2024 include:
  - Mandated Reporter and Professional Boundary training
  - Protecting Students and Preventing Firearm Webinar
  - Cuyamaca Transfer Trainings once per semester
  - CSU Transfer Virtual Conference
  - Equity-Centered Counseling Curriculum via VRC

### Legislative changes impacting CalWORKs families

- CalKIDS is the California Investment and Development Savings Program which is a state initiative designed to help children and families save for future higher education. Eligible children will receive a seed deposit that will grow by the time the children attend college.
- AB 2881 was signed into law in 2022 mandating that all public colleges and universities provide priority of registration to student parents by July 2023.
- AB 2033 mandates that public postsecondary educational institutions in California provide students information about accessing Electronic Benefits Transfer (EBT) services.
- AB 2458 was signed into law by California Governor in September 2024. It mandated college campuses to implement policies for estimating and adjusting the cost of attendance for student parents which can lead to more appropriate financial aid packages for CalWORKs students.

### In-reach/Outreach Efforts

- **Find Your Pack Resource Fair (FA 23):** CalWORKs staff tabled at this campus event which is geared towards career related resources and opportunities.
- **Rising Together (FA 23):** Hosted by Together We Rise Center on campus.
- **Explore Cuyamaca (SP 24):** We presented on our program for high school counselors, teacher, community partners and other community influencers.
- **Collaboration with UMOJA program (SP 24):** We asked UMOJA counselor/coordinator for list of his students to potentially identify students who can qualify for CalWORKs. We have plans to continue collaborating with UMOJA through events to promote our program to students. We are currently working to hire a new CalWORKs Work Study student to work with the UMOJA program.
- **El-Cajon Collaborative (SP 24 and on-going):** CalWORKs staff attend this collaborative monthly to learn about community sources and promote our program.
- **Graduation Photo Day (SP 24):** tabled for this graduation related event on campus.
- **El-Cajon Library (SP 24 and on-going):** CalWORKs staff tables in the El-Cajon Library on regular basis to promote our program.
- **Open House/Super Saturday (SP 24 Annually):** Our program participates in this annual event at Cuyamaca, we table outside, ensure our office is open, and help out in the children's activities.
- **World Refugees Day (SU 24 Annually):** CalWORKs tables in this community event hosted on our campus each June.
- **Chaldean Festival (FA 24 Annually):** In Hillsdale Middle School.
- **Fall Family Festival (FA 24):** On campus, hosted by CalWORKs students and targeting parenting students on campus.

## Annual Update

### Upcoming Efforts and Plans

- Creation of an Instagram CalWORKs Account
- Increase Engaging Events for our CalWORKs students
- Re-offer New Student Orientations in-person and Online via Zoom
- Update for our CalWORKs Logo
- Promote our Work Study program more for our students
- Hire new front desk workers in CalWORKs
- CalWORKs Counselor Coordinator plans to apply for a Sabbatical Project

### Attach Related Documents - Service Area Overview and Update

[cuyamaca-2023su-2024su-workshop-demographics-20241101.pdf](#);

[CW Summer Workshops Photo Album PDF.pdf](#);

[End of Summer 2024 Workshops Survey results provided b Katie Cabral.pdf](#);

[Summer Schedule Flyer Sum 23 Updated.pdf](#)

## Student Learning Outcome/Service Area Outcome Assessment and Student Success

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### Student Access, Learning, and Achievement

**Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?**

In CalWORKs, we gather internal data to monitor our students and their activities. Additionally, we request annual comparison reports from the Institutional Effectiveness, Success, and Equity Office. We also utilize SARS to generate reports.

### **Please discuss any equity gaps in access or success the data revealed.**

It is important to recognize that all CalWORKs students face barriers to access and success within the college system, particularly when they first enroll. Our students are primarily parenting individuals from diverse backgrounds who have limited access to educational opportunities, resources, and support systems. Starting higher education under these circumstances can result in lower success and completion rates, as well as decreased academic performance. Enrolling in CalWORKs can help mitigate many of the challenges faced by new parenting students in the college environment. Our program strives to level the playing field by offering wraparound services and connecting students with additional support programs, such as financial aid, tutoring, and childcare. According to our data, CalWORKs students consistently show higher retention, persistence, completion, and success rates compared to the broader college population. However, when we examine the data more closely and consider the demographics of the students we serve, we observe an underrepresentation of certain student groups, with our percentages not aligning with the overall college data.

CalWORKs has experienced growth in 2023-2024. According to the comparison report, we served 269 students in Fall 2022 and 283 students in Spring 2023. In Fall 2023, we served 270 students, and by Spring 2024, that number increased to 316 students. Our program continues to grow, which is excellent news, and we plan to maintain our in-reach and outreach efforts over the next few years.

We have also made progress in improving our student data based on gender. In 2022-2023, females made up approximately 74% of CalWORKs students, while in 2023-2024, this figure decreased to around 67%. Although we have seen some shift in the right direction, female students are still overrepresented in our program compared to the college's overall enrollment, where females make up about 55% of the student population over the past two academic years.

There is a general underrepresentation of Asian, Black, and Hispanic students in CalWORKs compared to the overall college population. However, we have seen some improvement in 2023-2024 compared to 2022-2023. Asian students represented 3% of CalWORKs students in 2022-2023, increasing to 6% in 2023-2024. Black students made up 0.5% in 2022-2023, rising to 1% in 2023-2024. Hispanic students accounted for 4% in 2022-2023, with that percentage remaining the same in 2023-2024.

Middle Eastern students have been consistently overrepresented in CalWORKs over the past few years. In 2022-2023, White students made up an average of 89.5% of the CalWORKs population. However, in 2023-2024, data for White and Middle Eastern students were separated, showing that Middle Eastern students now represent 61% of the overall

## Annual Update

CalWORKs population, while White students account for 25.5%. Internally, we track students' primary language, which indicates a higher number of Middle Eastern students. Internal data reveals that in 2022-2023, there were only 12 English-speaking White students in CalWORKs, and in 2023-2024, there were just 7, representing about 2%. An additional example, 53 White students selected Arabic as their language in 2022-2023, and 62 in 2023-2024. These numbers do not include students who identified as Middle Eastern and selected Arabic, Farsi, Aramaic, Kurdish, or Dari as their language. Our internal data suggests that the majority of our students are of Middle Eastern descent, with various backgrounds and languages.

Upon reviewing the comparison report and top educational goals, we observed that 51% of CalWORKs students are aiming to earn a BA after completing their AA, which represents a slight improvement from 45% in 2022-2023, and now aligns with the college-wide data. Additionally, about 40% of our students plan to earn an AA without transferring. Although this shows a decrease in percentage from 2023-2024, bringing us closer to the college's overall data, there is still a significant gap, as students pursuing only an AA made up 14% of the entire student population in 2023-2024. Our SARS data reflects this trend, showing that in 2023-2024, counselors discussed transfer options in 122 appointments and Career Education (CE) options in 101 appointments, which typically indicates students interested only in earning an associate degree without transferring.

Course retention for CalWORKs students in 2023-2024 was 91.5%, surpassing the college-wide rate of 89.5%. A similar trend was observed in success rates, with 82% of CalWORKs students achieving success, compared to 76.5% for the overall student population.

CalWORKs students generally prefer to enroll full-time, taking 12 or more units each semester. In 2023-2024, 71% of CalWORKs students attempted 12 or more units, but only 51.5% successfully completed 12 or more units.

CalWORKs students achieved higher GPAs compared to the overall college population. In 2023-2024, 63% of CalWORKs students earned a GPA of 3.0 or higher, while 59% of college students achieved the same GPA.

Upon reviewing the outcomes for our students across various ethnicities this year and last, we observed the following trends in course retention rates:

- Black students had an average retention rate of 76% in 2023-2024, a significant improvement from 53.5% in 2022-2023.
- Asian students had an average retention rate of 85.5% in 2023-2024, which represents a slight decrease from 91.5% in 2022-2023.
- Hispanic students averaged a retention rate of 85.5% in 2023-2024, showing an improvement from 82% in 2022-2023.
- White and Middle Eastern students maintained a consistent retention rate of 93% in 2023-2024, matching the rate from 2022-2023.

Now, in looking at the outcomes for our students across various ethnicities this year and last, we observed the following trends in course success rates:

- Black students had an average success rate of 34% in 2023-2024, a decline from 53.5% in 2022-2023.
- Asian students had an average success rate of 72.5% in 2023-2024, down from 82% in 2022-2023.
- Hispanic students averaged a success rate of 75% in 2023-2024, a slight decrease from 77% in 2022-2023.
- White and Middle Eastern students had an average success rate of 84% in 2023-2024, a decline from 87.5% in 2022-2023.

In CalWORKs, we rely on SARS reports to provide us with additional sets of information.

In 2023-2024, the CalWORKs office scheduled a total of 120 Comprehensive Educational Plan (CEP) appointments, with only 1 cancellation, and 649 Abbreviated Educational Plan (AEP) appointments (also known as Individual Training Plan or ITP appointments), with just 9 cancellations. We understand this data, as students are required to book an ITP appointment for their county case managers, while CEP appointments are optional and on demand. As a program, we aim to see an increase in CEP appointments, as they provide valuable academic support, and we can better promote this service to students. For example, in Fall 2024, we emphasized the importance of CEPs during orientations and workshops. Additionally, we sent a mass email to remind students to schedule a CEP meeting with their counselor before registration for Spring 2025 begins.

Career advising is a key component of our counseling approach with students. According to our data, many of our students require both academic and career support, as they are immigrants or refugees. They are either reentering college after a while having to relocate to a new country or starting their higher education journey for the first time.

As a program, we are interested to learn the preferred method of booking appointments are for our students.

Majority prefer remote appointments via Zoom or Phone. For the total appointment of 792, 684 of them were



## Annual Update

remote and 108 appointments were in-person. As a program, this data tells us we need to continue offering options and various modality to serve our students and their various needs.

### **What action will the department or discipline take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what the program did to achieve this. If equity gaps still exist, consider the specific steps your department will take to address equity gaps.**

Although our program is progressing in the right direction, equity gaps still persist, even though there was a slight diversification in the students served in CalWORKs during the 2023-2024 year compared to the previous year. Over the past year, we focused on promoting our program and services both on and off campus through in-reach and outreach efforts. We plan to continue these efforts and expand upon them as new opportunities arise. As a program, we are also becoming more intentional by pre-planning events and activities. In the summer of 2024, CalWORKs full-time staff and faculty gathered to carefully plan for Fall 2024 and Spring 2025 events. We are following this plan and making adjustments as needed. This approach has allowed us to prepare in advance, thoughtfully consider the purpose of each initiative, and ensure that each one aligns with both our students' needs and our program goals.

#### **Action steps to close equity gaps:**

- Enhance and strengthen collaboration with campus programs such as the Career Center, UMOJA, Puente (once launched), DSPS, EOPS, and Cultural Heritage months to further promote CalWORKs.
- Expand and deepen community engagement through tabling events and participation in East County Collaborative meetings.
- Provide new student orientations each semester to share essential information that supports class retention, including the importance of passing courses and its impact on financial aid. These orientations will also help students start thinking about their educational goals and options.
- Consider the possibility of offering weekly drop-in hours for students to ask quick questions. This service will be evaluated to determine its effectiveness and student usage.
- Increase the number of academic and career development workshops offered to students.
- Organize a CalWORKs staff retreat to update adjunct faculty on recent program and college changes, ensuring they are well-informed when interacting with students.
- Consider diversifying CalWORKs staff by hiring more individuals from various backgrounds. Recently, we hired a Spanish-speaking and Aramaic-speaking front desk workers in Fall 2024. We aim to continue building diversity within our staff and faculty.

### **What has this data revealed about the progress of the program review goals you set?**

In 2023-2024, the CalWORKs program introduced a new 4 year goal:

**Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander.**

In the coming years, we will focus on increasing our enrollment and diversifying the student population in the program. The data supports this goal, as we have seen growth in our numbers this year, along with a better representation of various ethnicities compared to the previous year.

### **Related Documents - Student Access, Learning, and Achievement**

[23-24 SARS Data.pdf](#);

[CalWORKs Internal Data Ethnicity and Languages.pdf](#);

[cuyamaca-calworks-comparison-report-2023-2024-20240828-final.pdf](#)

### **Service Area Assessment**

**Did your program complete and submit SLO/SAO assessment in the last year?**

Yes

## Annual Update

**Please share any outcomes assessment projects your service area has completed in the last year and how the service area used the results for improvement.**

1. SAO 1: Increase engagement with and presence in on-campus events and spaces, particularly those geared toward the student populations that CalWORKs seeks to enroll, such as Umoja, Puente/Latinx, RISE, Queer, and/or AAPI events, programs, and/or courses.

Here is the list of on-campus events CalWORKs was able to participate in

- Find Your Pack Resource Fair
- Rising Together
- Explore Cuyamaca
- Open House
- Graduation Photo Day
- World Refugee Day

2. SAO 2: Collaborate with categorical programs to create and scale a process that identifies students who are affiliated with EOPS, DSPS, Veterans, NextUp, and/or Up! programs, and who are also eligible for CalWORKs.

- Collaborated with EOPS and relating programs to host EOPS, CARE, NEXTUP, UP! AND CalWORKs MEET & GREET at beginning of each semester. Fall 23 on August 22, 2023 & Spring 24 on February 1, 2024
- Worked with EOPS Counselor/Coordinator to align coordinator duties and CW Counselor Full Time Guidelines to have one shared document.
- Collaborated with EOPS Counselor/Coordinator on training new counseling adjuncts that were recently hired in both our programs.
- Collaborated with UMOJA Program by reviewing the list of their students to potentially identify students who can qualify for CalWORKs. We also sent our program flyer and promotional items to promote to UMOJA students.
- Actively working with the Middle Eastern Liaison in Outreach Department to refer new students to our program upon completion of the orientation step hosted by the Liaison.
- Collaborated with Career Center to host career development workshops during Summer 2024.
- Collaborated with Career Center to help us search and post a job hiring for our front desk for Fall 24.
- Collaborated with EOPS to create a laptop loaning program with the library for both our student population. We split cost to buy 100 laptops and hotspots for our students to borrow each term.

3. SAO 3: Increase referrals from Public Consulting Group (PCG) and other county programs, particularly in our region, to increase enrollment by 10% each year.

- Fall 2022: 256      Fall 2023: 282      10.2% Increase in CalWORKs student population
- Spring 2023: 279      Spring 2024: 322      15.4% Increase in CalWORKs student population

## Program Goals

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### Program Goals Status

I have updated the progress on my previous goals.

## Annual Update

### Program Goals Mapping

Mapping for all active Program Goals complete.

## Submission

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**Program Review response is complete and ready for review.**

Yes - Response is complete and ready for review