



Program Review Request – Student Services CalWORKS

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:

Goal 1: Streamline program processes and communication to provide services to students more efficiently.

The CalWORKS program has functioned without a database program for a long time. Currently, all case management records and files are tracked and maintained through separate applications such as Excel, Adobe, Word, and Next Gen Dynamic Forms. Student Appointments are tracked through SARs Scheduling Systems. Various platforms, LiveChat, Email, Ring Central, Signal Vine are also being used to communicate with students which can often be difficult to manage all at once especially with the return to in-person modality. Our office also generates and processes a great deal of county forms monthly and throughout the semester to establish mutual support for CalWORKs students. Forms include monthly attendance reports for required activity hours that students must meet for the county, WTW (Welfare-To-Work) forms for onboarding students, and Ancillary Request forms for county to assist students with necessary course books and materials.

What actions will be taken to accomplish the goal?

CalWORKs program is working with EOPS/CARE/Guardian Scholars/NextUp programs to implement CLOCKWORK, a comprehensive case management database. Discussions and meetings for the first phase have already begun and will continue to move forward with District IT and CLOCKWORK representatives.

Further actions include:

Develop and design implementation plan with department team, District IT, and CLOCKWORK team.
Identify areas of customization specific to each program needs.
Identify forms, documents, files, data to be transferred to CLOCKWORK
Convert forms and data as necessary to format with CLOCKWORK
Migration of identified forms, document, files, and data.
Pre-launch testing to identify any issues or changes needed.
Training for staff and counselors to use new database.
Complete implementation for official launch.

What metric will you use to measure your goal?

Track and compare efficiency of processes, tracking, and data collection prior to and after the implementation of CLOCKWORK.

Which of the College's missions and goals does this goal support? (check all that apply)

- ☒ Enrollment
- ☒ Equity and Success
- ☐ Completion
- ☐ Workforce Preparation
- ☐ Facilities
- ☒ Professional Development
- ☒ Communication