

Program History
Workforce Development Center (WFDC)
November 2008

How Did You Get Where You Are?

When Copper Mountain College was still part of the Desert Community College District (specifically College of the Desert (COD)), in 1998 the Academic Skills Center was located in the Greenleaf Library, providing students with computerized learning and educational services that supported regular classroom instruction in foreign languages, mathematics and nursing. The Center was open for 20 hours per week for specific instruction, and an additional 39 hours for word-processing capabilities for students. At that time it did not have a separate budget for supplies, repairs, new computer software or staffing. The College of the Desert's 1998 Self-Study incorporated these needed items into their planning cycle. **(Evidence Section, Item One)**

In 1999, while Copper Mountain College (CMC) was still a part of COD, the State Chancellor's Office began funding the newly adopted CalWORKs Program throughout California Community Colleges. College of the Desert began the District CalWORKs campaign while Kindred Murillo was hired to implement the Program at CMC. It was through her position as CMC's CalWORKs Coordinator that Kindred Murillo obtained two grants to build CMC's Workforce Development Center. Per Mrs. Murillo, the original purpose of these grants were to create a "One-Stop-Shop" that incorporated CalWORKs, Career Development, Work study, Childcare, and the Academic Skill Center. **(Evidence Section, Item Two)**

The grants funded the remodel of space, new furniture, student computer stations, and some of the salaries of Center personnel. When the grants expired after two years, CMC still had an on-going MOU with San Bernardino County's Workforce Investment Act (still current today), and CMC was required to continue providing "One-Stop-Shop" services. The Workforce Development Center ultimately became a "catch-all" lab that still provides these services, but over the years added tutoring, the VTEA Book Loan Program, as well as the Transfer Empowerment Program, and its staff. **(Evidence Section, Item Five)**

Ms. Sue Tsuda, the former WFDC Coordinator, left several historical documents pertaining to Workforce, and Board Agenda Items dating back to 2000 regarding our MOU with San Bernardino County, but there is no indication that these items were ever put forth to CMS's Board of Trustees. In the Board Agenda Item dated March 20, 2000, this Item speaks to the approval of Workforce Development Center Programs, ultimately, Programs that are found inside the Center, but not the Center itself. Due to very limited turn-over time between the former and current WFDC Supervisors, the current Director was not provided any information regarding existing contracts or MOU's CMC may have with any entity except the County, and Yucca Valley High School. **(Evidence Section, Item Three)**

In 2001, CMC's then Superintendent/President Pulliam wrote the "Report of the Institutional Self study for Candidacy/Initial Accreditation" which details how the Workforce Development Center has evolved into its current status at Copper Mountain College. Historically, the Workforce Development Center has been categorized as a place for "learning resources and services", rather than an actual "Program." **(Evidence Section, Item Four)**

While the WFDC has seen many changes over the past nine years, the Center, as well as all of its components, are in keeping with the mission of the college in providing access to educational opportunities for diverse desert communities through comprehensive curriculum and a passion for success of every individual student. Whether our client is an active CMC student, or a member of the Basin Community, all staff are trained to provide excellent customer service, and ensuring each person who walks through our Center leaves satisfied that we have done whatever necessary to aid them in their academic or career endeavors.

Staffing – Titles, Roles and Responsibilities:

The WIA Grant originally provided for the following staffing:

Title: Workforce Center Coordinator – Full Time

Roles & Responsibilities: Job development and placement for CalWORKs students; Ensure Student Educational Plans are completed for CalWORKs students; Develop Childcare policies for CalWORKs recipients; Provide interface with off-campus groups and agencies for potential partners with the college; Supervise Workforce Center Staff; and teach various courses in career development, and work experience. Write grants for funding of Workforce for expanded work experience.

Title: Workforce Center Mentoring Specialist

Roles & Responsibilities: Recruit, train, and assign mentors to clients of the Workforce Center; monitor progress in employment; assist in developing policies and procedures; general record keeping and operation of the Workforce Development Center.

Title: Program Assistant – Full Time

Roles & Responsibilities: Responsible for all intake, monitoring, and record keeping of CalWORKs students; assisted with walk-in clientele. Administered and tracked the VTEA Book Loan Program, and assisted the Center Coordinator with daily tasks and projects.

Title: Instructional Aide – 2 positions – 19 hours per week

Roles and Responsibilities – Provide a variety of instructional assistance to students in a classroom or laboratory environment (at that time Workforce was considered the Academic Skills Center); provide instructional assistance in the use of equipment, computers, and software applications; perform clerical duties to support the instructional program. One of the two assigned Instructional Aides also had Tutor Coordination duties, ensuring the ASC had enough tutors, and completed their semester scheduling.

Title: Career Specialist – part time – 19 hours per week

Roles & Responsibilities: Provide assistance to clients of the Workforce Center in assessing their interests and skills; provide information about career options; assist clients in choosing a career or college major; interviewing and tracking CalWORKs participants; and assist with walk-in clientele in the Workforce Center.

Title: Transfer and Career Center Technician – part time – fifteen hours per week

Roles & Responsibilities: Assist students in using the Transfer and Career Center effectively; organize and maintain college catalogs and materials; scheduling college visits from four-year universities; assist in University Day; and assist in other Student Support Services as needed.

Work Product – What is Delivered?

From approximately 1998 through 2008 the Workforce Development Center has offered a myriad of services for both students and clients. As indicated above, the Center itself housed several different entities that provided specific services to specific groups. As the Academic Skills Center it provided tutoring services in both computer-aided instruction, and by trained student tutors. Under the specifications of the WIA Grant, the Center was designed to be “One-Stop-Shop” predominantly for the clients of the Morongo Basin, and for CalWORKs students seeking job-development, and career-related services. Sixteen computer stations were provided by grant-funding to allow community members access to computers to write resumes, complete internet job searches, and improve their Basic Skills in Reading, Writing, Math, and Keyboarding.

The Career “Center” portion of the WFDC housed CMC’s Career Specialist who provided services for students and clients who were looking for employment, or needed to prepare themselves for the workforce. The Career Specialist conducts mock-interviews with clients, providing each with a video-taped copy of their mock interview so they could evaluate their performance. The Career Specialist also hosted workshops for students and community members alike in soft-skills training such as writing resumes, providing customer service, how to have an effective job interview, and others. The Career Specialist also instructs both individuals and groups on how to use CMC’s job search program called “CHOICES,” or “True Colors,” a recently added tool for Career Exploration, and visits classrooms upon requests to discuss career related information with students.

The VTEA Book Loan Program, known as *New Horizons* is also housed in the Workforce Development Center. This Program is specifically designed to assist economically disadvantaged students, who are pursuing a vocational degree, with their books. It is a first come, first serve program service, based on specific criteria and funding provided by VTEA. The need for this service has continually grown over the past three years while funding has lessened each year.

Additional services provided by WFDC staff include assisting new CMC students in completing CCC Applications, FAFSA Applications, research papers for various classes, and assistance with the Blackboard System for our on-line courses. The WFDC recently added OPAC software which allows students and clients to test themselves in their knowledge of basic program applications in Microsoft Word, Excel, and Keyboarding.

In 2005 the Workforce Development Center was restructured, and personnel were moved into different departments. Over a three month period, the WFDC Coordinator retired, CMC’s Federally Funded Grant Program, the Transfer Empowerment Program (TEP) was moved from the Student Services offices into the Workforce Development Center, and a new Director was brought in to oversee the WFDC, CalWORKs Program and TEP. The Program Review for the Transfer Empowerment Program has more detailed information regarding this event and the subsequent challenges it caused. After all personnel changes were made, the staffing that remained in the WFDC were as follows. The funding for these positions came from various accounts since CMC was no longer receiving grant funds to support these positions.

- One full-time Director to oversee Workforce, the Transfer Empowerment Program and CalWORKs.
- One part-time Instructional Aide – hours increased from 19 to 28
- One part-time Career Specialist – hours increased from 19 to 29, then decreased to 24 hours after a review of that job description indicated the duties used to justify the increase in hours were already included in original job description.

The TEP Grant Funded positions were:

- TEP Director -
- One full-time counselor – located in a separate office space
- One part-time TEP Program Assistant

Student workers are hired whenever possible to cover needed areas.

In 2007, CMC fully implemented the Title V, HSI Grant Program which has assumed all of the tutoring necessities of the college. The Workforce Development Center still maintains all of its computer-aided tutoring programs such as Plato and The Reading Academy.

Support Services – Whose services do you use, or affect you or you have an effect on (connections?)

The Workforce Development Center falls under the auspices of the Student Support Services Office, and work closely with all departments within Student services. We maintain a working relationship with Financial Aide as students often use the WFDC to complete their FAFSA's. They assist us when we need additional information to successfully complete a student's FAFSA Application. We also collaborate with Financial Aide in our roles in CalWORKs and the Transfer Empowerment Program, but these are detailed under those Program Review documents. We also work with Admissions and Records, often assisting students when completing their applications to CCC Apply.

We are also connected with faculty who teach on-line courses as students come to the WFDC to either complete their coursework, or to seek assistance in navigating the Blackboard System. We provide proctoring services to CMC Faculty, and colleges throughout the nation.

In our role as the Workforce Development Center we work with the Department of Rehabilitation in providing space for them to meet with their clients. We also work with Goodwill in their efforts to support clients of the Morongo Basin. We have an on-going MOU with Yucca Valley High School's disabled student's Counselor. He arranges for his students to come to the college to perform predominantly outside maintenance for the school. This is a fantastic opportunity for the high school students to learn skills they can apply when they enter the workforce.

We also work closely with the Title V, Developmental Education Program Directors, and Faculty who want to increase career related topics in their classroom. Depending on the faculty's request, the Career Specialist conducts presentations in classroom settings on many areas regarding career related topics.

Facilities:

The WFDC is a remodeled section of the Greenleaf Library. We are located on the south-side of the building, and not easily recognized without verbal direction from CMC staff. We are separate from the Student Service building, but fall under their Table of Organization. Although we were originally designed to be the Morongo Basin's One-Stop-Shop, we have grown into a "catch-all" lab as described by Kindred Murillo. The reasons for this are two-fold: loss of funding from our WIA grant, and lack of space in the Student Services building.

The WFDC houses not only the original computers to be used as the Academic Skills Building lab, but the CalWORK's Program, Career Center, and the Transfer Empowerment Program. The current facility is not conducive for any of the Programs as we complete a myriad of services under one roof.

The Remodel for Efficiency, currently under construction at Copper Mountain College will definitely improve current spacing issues, and place staff where they should be, instead of where they fit. This will provide better access, and a smoother flow for all new and enrolled CMC students.

Technology:

The WFDC has both student, and staff computers. Student computers are equipped with the following:

- Internet Access
- Microsoft Office Suite – includes Excel, Publisher, Word, and Power Point
- PLATO Program – assists students with skills in English, Math, and Science
- Key Pro – A typing tutorial program
- Reading Academy – An Adult Literacy Skill Building Program
- Adobe Photoshop – Graphics and beyond
- Adobe PDF Access
- CHOICES and Eureka – Career and College Exploration Programs
- CD-ROM Resources – Resources for college textbooks
- E-Mail Access through CMC portal

Staff computers are equipped with:

- Internet and Intranet Access
- Microsoft Office Suite with the same programs as student computers
- Student Access for student tracking for TEP only
- COCO to use for student information, counseling entries and financial aid information (CMC is currently implementing its new ERP Datatel Program known as Colleague and we will convert to that Program as dictated by implementation progress.)
- County screens to consolidate budgets and purchase requests
- SAN network that allows us to have access to same files for particular program

We also have two disabled student computer stations for the seeing impaired, and a TTY machine for the hearing impaired. We also have a scanner for student use.

Findings as a result of completing Program History:

Copper Mountain College's Education Master Plan 2007-2011 lists the Workforce Development Center under Student Services which was why it was chosen for Program Review. The WFDC is not in fact a Program, but a One-Stop-Center which houses, or housed Programs within the Center, i.e. the CalWORKs Program. Therefore, the Program Review for the WFDC does not include all elements of the Process, only those that validate its existence, and purpose. **(Evidence Section, Item Six)**

Additionally, CMC's Education Master Plan repeats what is found in both COD's 1998 Self-Study, and the CMC 2001 Self-Study in that we are not adequately funded, nor do we have enough space to conduct business effectively. There have been several meetings regarding the future of the WFDC, documented under the Data Elements Section. It is the opinion of the current Superintendent/President that since the WFDC is no longer being funded by WIA then we should not be held to the requirements found in the existing MOU. We continue to work under this understanding until we remove ourselves from the MOU, and the Remodel for Efficiency is complete. At that time the WFDC will no longer be a separate entity of Student Services, but in the same building which will allow us to streamline our services to better serve the needs of students and community members alike.

Program Data and Input Workforce Development Center November 1, 2008

Data Element/Source (eg enrollment/COCO)
<p>July 2007 – Business Office inadvertently gave the 2006 Academic Skills Center budget to Dev Ed Department not realizing this was WFDC's budget. The topic came up at a Title V meeting which it was explained to all members that the WFDC used to be called the Academic Skills Center, but the name on Budget Account 0327 was never changed. At this meeting, then VP Wagner was going to take this issue to the Cabinet to discuss the lack of funding for the WFDC. See Appendix 1</p>
<p>January 2008 – Met with Dr. Pat Caldwell to discuss Board Agenda Item dated 2/14/08 from Education Services to approve the Non-Credit Matriculation Plan. Under Budget Implications it states that Academic Skills monies would be used to meet District Match requirements. Discussion regarding the Academic Skills Center and how it relates to the WFDC was addressed with Dr. Caldwell, along with concerns about using funds that did not belong to the Dev Ed Department. See Appendix 2</p>
<p>June 5, 2008 – Meeting between Dr. Caldwell, Dr. Wagner, Mr. Brown and A. Bell to discuss the funding situation for the WFDC. When grant funding ended in 2000, CMC has partially funded two positions in the WFDC, and supplies as needed. Reviewed with Dr.'s Caldwell and Wagner the current set-up of who is housed in the WFDC, how salaries are paid, and the services we provide.</p>
<p>June 12, 2008 – Follow-Up meeting to 6/5/08. Excel chart provided to show current state of the different Programs In WFDC, and how we may be able to get additional funding. Additionally, we discussed compliance issues with the Title III Grant, and what measures we need to take to rectify this situation. See Appendix 3</p>
<p>August 28, 2008 – Grant Macrame Committee was established to bring together all parties involved with issues regarding the WFDC, Budget Account 0327, Grant Compliance, and personnel. See Appendix 4</p>
<p>October 12, 2008 – Grant Macrame continues to meet. See Appendix 5</p>
<p>Input Element/Source (eg Program needs/2002 Advisory Committee Meeting identified needs)</p>
<p>Need to have Business Office change over account name from Academic Skills to Workforce Development</p>
<p>Dr. Caldwell will research the availability of additional funds from the County to support the WFDC.</p>
<p>R. Buscher's position needs to be audited.</p>
<p>Need to discuss Career Specialist job description with CSEA.</p>
<p>Need to determine estimated cost of tutors for Student Success Center.</p>
<p>Need to verify that Basic Skills Monies can be used for tutoring.</p>
<p>Need to determine if we still want to offer the Administration of the GED exam.</p>