



EOP&S/CARE NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

1. Program Description/Mission:

Both Extended Opportunity Programs and Services (EOP&S) and Cooperative Agencies Resources (CARE) support students from economically disadvantaged backgrounds in achieving their academic and career goals. The CARE program assists EOP&S students who are single parents on public assistance with at least one child under the age of 14.

2. Key functions/goals of this Department/Program:

A key goal of EOP&S/CARE is student retention. The support services include information and assistance in enrollment, financial aid, assessment, counseling, advisement, and selecting a major and/or career. Through CARE, students receive supplemental educational support services specifically designed for low-income, single parents.

- Academic, Career, Transfer and Personal Counseling
- Academic Advising
- Priority Registration
- Textbook Services
- Self-Development workshops
- Transportation Assistance (CARE only)
- CARE grant (CARE only)
- Meal Tickets (CARE only)

3. Assessment of Outcomes:

<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
As a result of revising the progress report procedure, students will learn about the importance of completing this required contact.	As students returned the completed progress report, the contact was entered into the EOP&S database and recorded in the student's file.	Seventy-six percent (76%) of the 477 students served in SP 12 completed the 2 nd contact.	<p>This is the 3rd cycle of this SLO. The result has remained relatively the same in each year. 77%: 2009-2010 75%: 2010-2011 76%: 2011-2012</p> <p>The appointment process is working as indicated in the higher completion rate of this contact. Therefore, this is the final cycle of this SLO. A new SLO will be developed in 2012-2013.</p>

<p>As a result of attending the Academic Probation Workshop, and an additional follow up appointment with an EOP&S counselor, the grade point average of the students will improve in the next semester.</p>	<p>At the end of the semester, counselors reviewed the grades of those students who participated in the Academic Probation Workshops.</p>	<p>Twenty-three (N=23) students were identified as probation students in the fall 2011 semester. 70% (16/23) raised their grade point average (GPA) and 43% (10/23) cleared academic probation at the end of fall 2011.</p> <p>Forty-two (N=42) students were identified as probation students in the spring 2012 semester. 69% (29/42) raised their grade point average (GPA) and 43% (18/42) cleared academic probation at the end of spring 2012.</p>	<p>The additional contact with EOP&S counselors proved to be helpful. The Academic Probation Workshops and follow up counseling appointments will continue to be required for all students on academic probation.</p> <p>In the 2012-2013 cycle of the SLO, attitude and behavior will be measured with a pre- and post-questionnaire.</p>
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4. Recommendations/Next Steps:

	Previous Recommendation	Progress / Persons Responsible	Status	Est. Completion
1	Hire one peer advisor that is receiving work-study by the start of the fall semester.	Director	A peer advisor was hired in August, 2011.	Completed
2	Develop two career specific workshops for EOP&S/CARE students and offer them in the spring semester.	Director, Counselors and Graduate Intern	<p>A Career in Nursing workshop was offered on 03/16/12.</p> <p>A Career in Social Work workshop was offered on 04/13/12.</p>	Completed
3	Create a probation caseload each semester for both EOP&S Counselors to ensure an easier method of following up with probation students to track their progress	Director and Counselors	Caseloads were established in fall 2011. Students were assigned to the counselor that facilitated the probation workshop they attend. That counselor was responsible for following up with the student throughout the semester.	Completed
4	Meet with DSP&S staff once a semester to continue collaborating in regards to EOP&S/DSP&S policies that impact student services in EOP&S.	Director and Counselors	Met with DSP&S staff twice to collaborate regarding EOP&S and DSP&S student services 03/29/11 and again on 01/30/12 for follow up.	Completed

	New Recommendation	Progress / Persons Responsible	Status	Est. Completion
1	Identify ways to more visibly acknowledge and reward student achievement and transfer. Visually enhance the EOP&S/CARE and CalWORKs office space to recognize student achievement. CCSP 2.3.7	All staff	In Progress	June 2013
2	Collaborate with the Transfer Center to promote transfer activities to EOP&S/CARE students.	Educational Advisor, Counselors	In Progress	June 2013
3	Meet with Financial Aid and Admissions and Records staff once a semester to review policies that impact EOP&S/CARE students.	Director, Counselors, Educational Advisor and Supervisor	In Progress	June 2013
4	Counselors will attend one Academic Senate meeting each semester to report on the EOP&S/CARE program and services.	Counselors	In Progress	June 2013

5. Resources requested:

EOP&S/CARE

Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
Counselor Full Time	An additional counselor will allow for greater flexibility in providing enough counseling appointments to students so that they are able to complete the mandated contacts each semester.		1
Counselor Adjunct	Having an adjunct counselor available to meet students will allow for full time counselors to attend on and off campus trainings without jeopardizing the availability for mandated counseling appointments. The adjunct counselor should be available when counselors are off contract.		2

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
Student Aide	Hire additional peer advisors to ensure they are available to assist students and staff during business hours.		2

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Staff Work Group	Will provide more time for EOP&S/CARE and CalWORKs counselors and educational advisors to come together to review policy, procedures, and guidelines that come from general counseling, admissions and records, and financial aid.	No charge	2
University of California (UC), Cal State University (CSU), Ensuring Transfer Success (ETS) annual conferences	Counselors and advisors attend annual UC, CSU and ETS conferences to remain up to date on transfer policies, as well as changes to campus specific programs and services. The training enables counselors and advisors to provide quality advisement services to students.	\$65 each person	2

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
Would like to use white board in student waiting area as a bulletin board. Will request assistance from facilities.	Will use the space to acknowledge student achievement and transfer by displaying student bios and pictures. Will also include staff bios and pictures.	SS 236	3

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Print EOP&S/CARE student "My Citrus Story" posters and hang in decorative frames throughout the EOP&S/CARE office.	Displaying the My Citrus Stories of former EOP&S/CARE students will motivate and encourage our current students to do their best and be successful.	Estimate from Reprographics to determine cost	3