

Extended Opportunity Programs and Services



Non-Instructional Program Review

Spring 2009



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Prepared by

Lucinda Over, Dean of Counseling Programs and Services

Robert Melendez, Director of EOP&S, CARE and CalWORKs

EOP&S/CARE

IV. Effective Practices and Opportunities for Improvement

A. What is working well?

The following activities have been implemented and are working well for the program:

- *Improved working relationship with the financial aid office*- We are sharing information with financial aid regarding book awards, CARE grants and other services that directly affect a student's unmet financial need. Furthermore, EOP&S access to PowerFails allows EOP&S to process EOP&S applications in a timelier manner.
- *Coordination of 3 programs under one director*- Since 2004-05, EOP&S/CARE and CalWORKs have been coordinated by one director. This reorganization allows for more efficient implementation and coordination of services for overlapping student populations.
- *Summer Bridge*- Since summer 2004, the Summer Bridge Program coordinated by EOP&S has grown steadily.
- *Successful outreach campaign*- Both Educational Advisors spend a minimum of one day a week at local high schools and they, along with the EOP&S/CARE supervisor and EOP&S/CARE specialists have engaged in more internal and external events. The results clearly indicate that EOP&S/CARE staff excel at recruiting for the program and for the college overall. The following figures are compared to figures from 2006:
 - a. The total number of contacts is up 16%
 - b. The number of contacts who subsequently turn in applications to the college is up 15%
 - c. The number of contacts who qualify for EOP&S is up 5%
- *Increased counselor availability*- In 2006-2007, a second adjunct counselor was added to the EOP&S/CARE staff. Students expressed to staff that they are extremely pleased with the increase in the number of appointments available. Additionally, one full-time counselor from general counseling and one from the Career Transfer Center are also available for EOP&S/CARE students on a limited basis.
- *Streamlined books services*- In spring 2007, staff streamlined one of the forms involved in the book services process. This relatively simple change has resulted in students receiving their books in a timelier manner. The staff is continuing to review and collaborate with the bookstore on ways to improve this service for students.

B. What areas need to be addressed more effectively?

- *Technology issues*- The EOP&S/CARE program is currently struggling with several technical challenges. In May 2007, Citrus implemented Banner, an integrated student systems solution. EOP&S/CARE is one of many programs experiencing the growing pains associated with such a project including lack of access to necessary information and limited training. Complicating matters is the need for the program to maintain its legacy system until Banner is able to fully meet all program needs.
- *ACT*- The purpose of Assisting Citrus Transfers (ACT) is to provide over and above transfer information and assistance to EOP&S students. In recent years participation in the ACT program has waned, partially as a result of the Career/Transfer Center's high level of student access and support. The EOP&S/CARE program is currently reviewing its ACT component to identify ways to re-invigorate it to where EOP&S is offering "above and beyond" services to transferring EOP&S students.
- *Staff development participation* – Student participation in self-development workshops offered by EOP&S and CARE is lower than expected. We are exploring ways to improve participation.

C. Any exemplary practices and services that may be replicated by other colleges.

- *Summer Bridge* – EOP&S/CARE believe that, while not perfect, its Summer Bridge program is one of the most successful in the area. Reviews from students are consistently positive and the retention rate (students who complete the program and go on to enroll at Citrus the subsequent fall) is high. The curriculum, in addition to covering the usual "how to be a successful student" topics, includes components on cultural diversity and personal exploration.
- *Early Decision*- EOP&S collaborated with the high school relations coordinator and other departments during 2006/2007 to develop "Early Decision." Early Decision was a successful recruitment campaign launched in spring 2007 that targeted students from several district high

schools. EOP&S faculty and staff participated in the organization of the day-long visits and were given the opportunity to meet with many potential EOP&S students. Many of these students went on to participate in EOP&S Summer Bridge after graduation.

D. Any successful pilot projects implemented by your program.

- *CARE/CalWORKs Mini Conference* – In 2005, the CARE program implemented the mini-conference. This half day event, at the start of each semester, is a combination orientation and workshops. CARE students review their responsibilities as participants in the program, are exposed to educational speakers, and are given the opportunity to network with peers. In 2006-2007 the mini-conference was re-designed to include CalWORKs, as most CARE students are also CalWORKs students. This collaboration has been well-received by the students as it allows the opportunity for students to get answers to important questions relevant to the CARE/CalWORKs student.

V. Planning Agenda

New Plans – Evaluate current MIS collection and reporting to ensure proper documentation and submission of served students.

- *Timeline* – fall 2007
- *Resources Needed* – Banner student information system, EOP&S/CARE database, collaboration and communication with MIS department at Chancellors Office and Director of TeC Services
- *Person Responsible* – Director of EOP&S/CARE and CalWORKs, EOP&S/CARE Supervisor and Director of TeC Services

New Plans – Develop and implement a recruitment strategy for re-entry/non-traditional students.

- *Timeline* – spring 2008
- *Resources Needed* – Development of a recruitment strategy that looks at potential areas and activities of recruitment of re-entry/non-traditional students.
- *Person Responsible* – Director of EOP&S/CARE and CalWORKs, Coordinator of High School Relations and Coordinator of External Relations

New Plans – Further our working relationship with financial aid and identify all BOG A and B students.

- *Timeline* – spring 2008
- *Resources Needed* – Collaboration and communication between EOP&S and the Financial Aid Department.
- *Person Responsible* – Director of EOP&S/CARE and CalWORKs, EOP&S/CARE Supervisor and Director of Financial Aid

New Plans – Develop an effective tutorial services program for EOP&S/CARE students that goes above and beyond that of available tutorial services.

- *Timeline* – 2008 – 2009 academic year
- *Resources Needed* – Research in areas of possible tutorial needs of EOP&S/CARE students.
- *Person Responsible* – Director of EOP&S/CARE and CalWORKs, EOP&S/CARE Supervisor and Coordinator of Tutorial Services

New Plans – Evaluate and implement strategies to improve transfer success rates among EOP&S students.

- *Timeline* – 2007 – 2008 school year
- *Resources Needed* – Research and surveys evaluating current transfer services. Research in areas of limitations in transfer services for EOP&S/CARE students.
- *Person Responsible* – Director of EOP&S/CARE and CalWORKs, EOP&S/CARE Supervisor, counselors, education advisors and Coordinator of Career/Transfer Center.

New Plans – Develop and implement a formal verification procedure for CARE students' to ensure eligibility as "single head of household."

- *Timeline* – fall 2007
- *Resources Needed* – Communication and development of a form to be used by CARE and CalWORKs to be verified by the county listing the student's household status.

- *Person Responsible* – Director of EOP&S/CARE and CalWORKs, EOP&S/CARE Supervisor and CalWORKs staff/faculty.

VI. Implementation and Technical Assistance

A. Is there any training or technical assistance that you believe would improve the effectiveness of your programs?

- Further Banner training to ensure accurate inputting of MIS data
- Development of a database system that works with Banner to report MIS elements while allowing the department to enter needed information on students to make the office run more effectively.

B. Are there any laws, regulations or other requirements that you find problematic in implementing any of these categorical programs to your college?

- Laws restricting EOP&S to service AB540 students. AB540 students are one of the most educationally and financial disadvantage population in the community college system and the inability of EOP&S to serve these students goes against the mission and purpose of EOP&S.