Assessment: Assessment Unit Planning

Program Review 2014-15

YC - EOPS-CARE Program Review

Year Under Review : 2014-15
Type of Review: Self-Study (4-year review)
Program Description : In 1969 AB 769 created the Extended Opportunity Program and Services (EOPS) as an attempt to rectify a long history of educational neglect for disadvantaged people. EOPS represented the State of California's commitment to providing financial and academic support to community college students whose educational and socioeconomic backgrounds might prevent them from attending college and/or otherwise discourage their successful participation in post-secondary education. Yuba College began serving students in the spring of 1970. The general provisions and requirements affecting EOPS are found in Chapter 2.5, Division 7, Title 5 of the California Code of Regulations, Code 69640, Article 8.

EOPS serves a population of students who are typically prone to high attrition rates. EOPS serves those students who traditionally have been deficient in basic skills and who also have been underrepresented in higher education because of their educational and socio-economic disadvantaged status.

The Cooperative Agencies Resources for Education (CARE) is an EOPS supplemental program that provides additional dollars for student grants for childcare, transportation, textbooks and supplies. AB 3103 established CARE in 1982 as a unique educational program geared toward the welfare recipient who desires job-relevant education to break the dependency cycle. The mandates include Chapter 1029, Statues of 1982 (AB 3103), Hughes, Article 4, Sections 79150 through 79155, Chapter 9 of Article 48 of the Education Code; Title 5, Chapter 2.5 of the California Code of Regulations, EOPS students who are welfare-dependent single parents with preschool aged children. Since its inception, several revisions have been made to the eligibility criteria to include TANF cash recipients with children under the age of 14. CARE students must establish EOPS eligibility prior to being accepted into the CARE program.
Executive Summary (Include a list of team members): EOPS and CARE are going through staffing changes which have affected both programs. It is foreseen that once program stability is in place, there will be student growth and increased services will be implemented. Currently there are plans for the implementation of additional tutoring. This year EOPS received an increase in funding which will be used to expand goals and increase services.

Team members include:
Cris Sanchez, Interim Director
Anabel Toche, Assistant Director
Georgie O'Keefe-Schwering, Counselor
Lore Dobusch, Counselor
Silvia Nava, Specialist
Rupinder Bajwa, Specialist
Alejandra Barnes, Administrative Secretary II
Michelle Vargas, Clerical Assistant (substitute)
01SP. Department Goals (Click '?' for Prompt): EOPS' primary goal is to encourage the enrollment, retention and transfer of students handicapped by language, social, economic and educational disadvantages, and to facilitate the successful completion of their goals and objectives in college. EOPS offers academic and support counseling, incentive grants and other support services including early access to the College Success Center, Tutoring Center, Writing Learning and Development Center, Alpha-Smart processors, Lending Library, dedicated computer lab, career information, educational plans, monthly informational meetings, Peer Advising, referrals to both internal and external programs and services, paraprofessional support, study skill assessments, transfer support, bus passes as well as student supplies.

The fundamental goals and objectives of EOPS include:
-To increase the number and percentage of students enrolled in community colleges that are affected by social and economic

disadvantages, consistent with state and local matriculation policies.
-To increase the number and percentages of EOPS students who successfully complete their chosen educational objectives.
-To increase the number and percentage of EOPS students who are successfully placed into careers leading to employment.
-To increase the number and percentage of EOPS students who transfer to four-year institutions following completion of the related educational programs at community colleges.
-To improve the delivery of programs and services provided to the disadvantaged students.

Both EOPS and CARE affirm the primary mission of the college. These programs offer services that are most critical to meet the minimum conditions imposed by the State to qualify the district to receive State apportionment. These conditions include student degree and certificate attainment, workforce development, and transfer. In addition, EOPS and CARE lead the college's efforts to expand the notion of open access to all those who can benefit from an education. EOPS and CARE engage in structured outreach and recruitment activities year-round. In addition, EOPS and CARE have a strong coalition with the Financial Aid Office. EOPS and CARE provide students with much needed services to establish eligibility and take advantage of the financial support available through the state and the federal government in the form of grants, fee waivers and work study.
02SP. Facilitate Learning & Collaboration (Click '?' for Prompt): As an example of one of many, EOPS served as a Pilot Program for Early Alert during the Spring 2015 and since then it has become an institutionalized process. Our EOPS Counselor worked closely with other programs and services to ensure that Early Alert was ready to launch college wide for the Fall 2015. In addition, EOPS worked with the Basic Skills Program in the Spring 2015, in piloting an embedded tutoring for the EOPS Summer Readiness Program. Tutors were hired in Math and English to be a part of the class and gather the information presented by the faculty and then tutor the students on the information learned. The WLDC worked closely with EOPS Program as the English tutors attended Counseling 35 and 45 and provided the tutoring to the students for their English class by enforcing and applying what they learned in Counseling to their English course. The results of the success of embedded tutoring is currently being analyzed.

EOPS promotes opportunity and resources to it's students and various departments/programs are invited to provide information and updates during EOPS Mandatory Monthly Meetings and workshops; such as Financial Aid, CDC, WLDC, Veterans/Career/Transfer.

EOPS plans on enhancing the workshops for 2015-2016 and there are plans to invite members of the community, college faculty, staff and administration to put together presentations that would be beneficial to students.
03SP. Student Contacts (Click '?' for Prompt): Upon acceptance into the program, EOPS students are required per Title 5 (Implementing Guidelines) to have at least 3 counseling and/or advising contacts per semester. Before being accepted into the program, students attend an Intake Process and are asked to attend a New Student EOPS Program Orientation.

The Yuba College EOPS/CARE Program developed a Mutual Responsibility Contract (MRC) in which students are required to have the following contacts with EOPS per semester:
- 1 Counseling Appointment for a Comprehensive Educational Plan
- 1 Counseling Appointment for Registration
- 1 Specialist Appointment as a 1st Contact
- 1 Specialist Appointment as a 2nd Contact
- Bi-Weekly Appointment with Peer Mentors
- 3 Mandatory Monthly Meetings
- 2 Workshops
- 1 Orientation per year

EOPS students have a total of 16 contacts with the EOPS Program a semester for a total of 31 (only one orientation a year) contacts a year.

CARE students are seen as EOPS students and have as many contacts as the EOPS students, but in addition meet 3 times a semester for a monthly CARE meeting. CARE students have a total of 19 contacts with the EOPS Program a semester for a total of 37 (only one orientation a year) contacts a year.

Many of our EOPS and CARE students come back for additional follow-up appointments with Counselors, Specialists and Peer Mentors on an on-going basis, but these are not part of the requirements. These are considered to be part of the Mission of the EOPS/CARE Program, to go "Over and Above, and in Addition To" with our services provided to students.
04SP. Input to Improve (Click '?' for Prompt): Faculty, staff and student input is always used to improve the effectives of it's service. EOPS faculty and staff meet weekly to discuss agenda items requested that pertain to the on-going changing needs of the program.

Based on student and staff feedback with regards to improving communications with our students and in adapting to this generation's familiarity with technology the EOPS Website (http://yc.yccd.edu/student/EOPS/default) was updated to include current information reflecting the hours of operation, contact information of Counselors, Specialists and Peer Mentors (to include Peer Mentor Bios), and services provided. In addition, for efforts in improving our communications with our current students, a Facebook page(https://www.facebook.com/YubaCollegeEOPS/) was launched in the Spring 2015 as a ways to stay up to date with our students using Social Media.

EOPS conducted a Needs Analysis Survey in the Spring of 2015, asking for student input from ranking the services provided by EOPS, preferred method of communication, use of Technology, use of Computer Lab, Hours of Operation, preferred appointment times (evening), and recommendations for improvement(s). (EOPS Needs Analysis for Spring 2015 Responses - are added to the document repository).

Based on the results provided from the Survey (added to the document repository). and ongoing weekly and planning meetings with faculty/staff, and bi-weekly meetings with Peer Mentors, there seems to be ongoing communication on program improvements. Feedback received continues to generate discussions for improvements as well as a development of office procedures and criteria's to be used in ongoing semesters.

05SP. Course Outlines (Click '?' for Prompt): NA.

06SP. Collaboration (Click '?' for Prompt): Administration (Interim Director, EOPS/CARE and CalWORKs and Assistant Director, EOPS/CARE Program) from within the EOPS Program attends weekly YC Administration Team Meetings; where all instructional and student services dean's and director's meet to discuss ongoing items relevant to the college, District and state . This has enhanced the participation and communication of knowing and understanding what is happening within instruction and student services.

With Student Support Services, Student Equity, and Basic Skills funds that have been made available in the recent years and based on the needs of the EOPS student population we serve; their has been a great deal of opportunity to work collaboratively on goals/plans for using these funds and achieving success of our programs.

In addition, EOPS has always worked in close proximately and will continue to maintain and improve the stream of communication with the following student services programs:
- Financial Aid Department with regards to student financial eligibility, AB540 (Dreamers) eligibility, reporting EOPS resources given to students, EOPS Grant/Book Incentive payments, and financial aid general information for our students;
- Career and Transfer Center with regards to providing informational workshops for our students;
- College Success Center and Writing Language and Development Center with regards to referring our students for tutoring, supplemental tutoring, study groups, common final studying and one-on-one tutoring referrals;
- DSPS/Veterans with regards to shared students;
- Instructional programs with regards to course offerings and times that would enhance the Summer Readiness Program;
- Campus Life/Clubs/Crossing Boarders/Public Events in providing an opportunity for EOPS students to participate as these enrich them culturally and personally;
- Admissions and Records in ensuring students have submitted appropriate documents such as; graduation application, transcripts, add/drop forms, pre-requisite challenge forms, college application, out-of-state, and ensuring proper coding for students to be able to register for classes;
- Counseling in ensuring we are following 3SP mandates as well as Counseling consistency with students and counseling processes are being followed; such as coding of Ed Plans and scanning of Ed Plans;
- CTE Programs by staying up to date on program changes and making the information available for students that do not plan to transfer as an option;
- English and Math Departments in ensuring the Basic Skills needed as part of the EOPS Program Eligibility.

There is continued improvements in program collaboration with instruction and other student services.

07SP. Catalog Currency (Click '?' for Prompt): In March of 2015, EOPS provided changes/revisions to the College Catalog that needed to be included for the 2015-2016. These changes accurately reflect the services we provide for both EOPS and CARE students; as noted below:

Extended Opportunity Program and Services (EOP&S) is a state funded program that provides above and beyond support services to economically and educationally disadvantaged students. EOP&S promotes student success with priority registration, comprehensive educational planning, career and transfer planning, free tutoring, textbook assistance, limited financial assistance, and other additional services designed to support the student. For additional information visit the EOP&S website: http://yc.yccd.edu/student/EOPS/default.aspx or call EOP&S at Yuba College, (530) 741-6995; Clear Lake Campus, (707) 995-

7912

As a supplemental component of EOP&S, CARE provides additional support services for eligible EOP&S students who are single head of household, have at least one child under the age of 14, and receiving TANF benefits. Grants for educationally related expenses (such as child care, transportation, textbooks and supplies) may be awarded as a means of strengthening the retention, persistence, graduation and transfer rates of these individuals. For additional information visit the EOP&S website: http://yc.yccd.edu/student/EOPS/default.aspx or call EOP&S at Yuba College, (530) 741-6995; Clear Lake Campus, (707) 995-

08SP. Student Progress (Click '?' for Prompt): As part of our Outreach function and to verify eligibility to the program, students interested in the EOPS Program are given an application to complete. The application includes questions that help the program anticipate the needs of the students. These questions are:

-Areas the EOPS can be of assistance: Career Planning, Tutoring, Registration, Academic Counseling, Orientation, Personal Counseling, Study Skills, Financial Aid, Referrals, Other.

- Educational Goal: Transfer without AA/AS Degree, Transfer with AA/AS Degree, AA/AS Degree, AA-T/AS - T, Certificate/License, Basic Skills/Job Skills.

Students are communicated on their eligibility of the program through a letter and the application eligibility is tracked electronically. Those that are eligible for the program are scheduled for an Intake Process, where they are informed of the requirements into the program, as well as a Mutual Responsibility Contract is signed between the program and the student.

EOPS Counselors, Specialists and Peer Mentors create persistence in ensuring the success of the EOPS students. The persistence is done as part of the required contacts for program (2 Counseling and 2 Specialist appointments), Peer Mentoring (bi-weekly appointment), accessibility to computer lab, priority for tutoring to the College Success Center, referral to the Writing Language Development Center, accessibility to Career and Transfer Center, follow-up appointments with either Counselors and/or Specialists, Progress Reports (EOPS was a Pilot for Early Alert), students must maintain 12 units (unless approved by DSPS and/or EOPS Counselors to drop as below as 6 units).

In looking at the 5 year EOPS Data (added to the document repository), there has been steady progress in the number of EOPS students receiving an Associates in Arts from 4 in 2013-2014 to 11 in 2014-2015 and Associates in Science from 30 in 2013-2014 to 36 in 2014-2015. In addition, 97 EOPS students out of 590 students that graduated from Yuba College in May 2015.

09SP. DE Students (Click '?' for Prompt): In efforts to expand our "Outreach" and "Accessibility" with the program, since the Spring 2015, the EOPS Program made accessible through the EOPS website, electronic EOPS applications as well as allowing students to submit the applications via email, through an EOPS email account. In addition, students are now allowed to make appointments over the telephone. There is continued efforts with other Student Services programs to launch e-SARs, which would allow students to make appointments electronically, but this is still in discussion.

The EOPS/CARE Program has been working really hard in sending out communications to students on a regular basis (via mass email, EOPS Website, EOPS Facebook), to ensure that all students, especially DE students that are part of the program, are aware of any updates, changes, and information needed with regards to the program.

At this time, EOPS only has one DE student that we have been working with as a one-on-one basis in accommodating their needs to ensure that the student meets the program commitments. More discussion with staff/faculty needs to be done to develop a plan on how DE students on the EOPS Program will be served as we might have more than just one in the future.

EOPS has been working extremely close with the DSP Program in accommodating students with disabilities. Currently all EOPS students with disabilities are also DSPS students, in which the two programs work hand-in-hand with these students in the accommodations needed. We currently have two deaf students that need translating, and DSPS helps us accommodate these students, when students come to meet with our Peer Mentors, Specialist, Counselors, Monthly Meetings, Workshops, Orientations, etc.

We have also reached out to DSPS when needs of furniture is needed to accommodate some of physically disabled and/or heavy set students come to meet with us. EOPS needs to purchase chairs without arms to accommodate these students as DSPS only has a few that are rotated throughout the campus.

10SP.Disproportionate Impact(Click '?' for Prompt): In reviewing the 5 year EOPS and CARE Program Data provided there are a few areas where there is disproportionate impact to the EOPS students we have been serving over the years in comparison to Yuba College students, as follows:

- Ethnicity Data: Pacific Islanders, Hispanic and Asian are underrepresented compared to the college population within the EOPS Program.

- Age Group: A spike students ages under 18 years of age as well as 18 & 19 for 2014-2015 and steady progress from ages 20

through 50+, when compared to previous years.
- Lending Library: As cost of books go up, there is a continued increase in the number of book requests made for the use of the EOPS Lending Library and that of supply that EOPS continues to maintain.

On May 2015, 16.4% of graduates were EOPS students. EOPS will continue to maintain and improve data collected for the number of graduates as well as where the students plan to go next after graduation.

The disproportionate impact on Ethnicity and Age will be approached through the EOPS Advisory Committee as this is an area that is part of the Eligibility "E2 - Other eligibility characteristics/qualities - student is a member of an underrepresented by groups targeted by local student equity goals. The EOPS Program intends to follow the Student Equity Plan approved target groups and is proposing to have the EOPS Advisory Committee approve this target group as part of EOPS E2 eligibility.

In addition, there are plans to continue to improve data collection and use, for continued data driven decisions of program effectiveness and improvements.
11SP. Mapping (Click '?' for Prompt): Yes
12SP. Core Competencies (Click '?' for Prompt): During an EOPS Planning Meeting in May 2015, EOPS staff had meaningful discussion and came up with four SAO's. On September 30th, faculty and staff reviewed the SAO's and decided to keep it to three SAO's, at this time assessment method and core competency agreed upon.

SAO 1: Community (Engagement)/Outreach/Marketing
Yuba College community and larger serving community know what services are provided by EOPS/CARE and are able to inform and refer students to the program. EOPS/CARE will go above and beyond our Student Equity Plan to increase the number of underrepresented and lowest socio-economic students served.
Assessment Method - Focus Group/Interview (Advisory Committee/Counseling In-Service)
Outcome We Wish To See - Through it's meeting minutes, see improved membership, participation, and an effective more active role Advisory Committee in making decisions that will enhance the program and the students it serves.

SAO 2: Process and Services/Community
EOPS will develop, assess and implement above and beyond, holistic, and progressive services and assistance to promote student success.
Assessment Method - Evaluation of Workshops/Yearly Survey
Outcome We Wish To See - Through it's evaluation and survey, see the effectiveness and benefits of the additional workshops to EOPS students in areas such as; 1) stress management, 2) test taking, 3) budgeting.

SAO 3: Process and Services/Community
Students will have access and information to resources they need to reach their educational goal.
Assessment Method - Observation
Outcome We Wish To See - Students will reap the benefits provided using the link of community resources.

Core Competencies are new and are to be assessed this academic year, 2015-2016.
13SP. Professional Development (Click '?' for Prompt): Within the 2014-2015 year, EOPS staff did not participate in any professional development and faculty participation was limited. There was a lot of changes in the administration, faculty and staff positions within the program and professional development was not a priority for year. This did impact the program, as staff/faculty shared distress and concern in not knowing what was happening throughout the campus. The EOPS/CARE Program seemed to be in isolation which impacted their ability to contribute to student success not just within the program, but throughout student services.

As one of the goals, there are plans for staff and faculty to participate in college committees for 2015-2016, that will help build a communication stream for the department. In addition, college committees will be added to the Weekly EOPS Meeting Agenda to ensure their is dialogue from those that attend these meetings to report back and take back information that could impact the population we serve within EOPS.
14SP. Reflection (Click '?' for Prompt): The 2014-2015 Program Review will definitely be used (has been used), to reflect, refine and improve the EOPS/CARE Program Practices.

A lot of things have been set in place to improve faculty and staff Professional Development, improvement on program effectiveness, and collaboration with Other programs/departments. In addition,improve communication with students in a variety of means to include meaningful workshops, monthly meetings, field trip opportunities and transfer awareness,

availability of counselors, specialists and peer mentors, referrals to resources and defined appointments.

More information and collaboration with other departments such as Research and Student Services will be needed to provide more services to DE students, develop a better tracking of student progress and data collection.
Are you ready to submit your final program review?: Yes

Program Recommendation: Clerical position at YC

Recall permanent part-time clerical position cut in 09/10 budget reduction.

Recommendation Priority: 1. Low Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015
Supporting Evidence : Difficult to maintain data entry for District and College functions, student appointments and record keeping practices. This impacts program staff and college/district/State functions and responsibilities.
Evaluation Plan: Review funding allocation for staffing at YC; determine if funding available for reaming year.

Plan of Action

Staffing - Technical/Clerical - Find funding for part-time permanent clerk for EOPS/CARE. (Active)
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Achieved/Completed
Complete

Reporting Year: 2014-2015 09/10/2015
Recommendation Progress: Recommendation Addressed/Satisfactory Progress
hired at a .59 position 14/15

Program Recommendation: Clerical Position

Fund current part-time clerical position to full-time clerical position.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Supporting Evidence : Difficult to maintain data entry for College and program functions, student appointments and record keeping practices. This impacts program staff and college/district/State functions and responsibilities.
Evaluation Plan: Will be looking into SEP and/or 3SP funding for staffing current part-time clerical position to make full-time.

Plan of Action

Staffing - Technical/Clerical - Currently the EOPS Clerical position at YC is at .59 paid through EOPS budget. Since EOPS has been fully restored (as of 2015-2016), EOPS could fund the clerical position salary at 100%, but would need the benefits paid for out of the general fund as part of the District Match. (Active)
Budgetary Impact: Total cost for a full-time Clerical assistant to include benefits:
Salary: $31,841.36 to be paid for out of EOPS budget
Benefits: $28,802.23 to be paid for out of General funds
Timeline/Responsible Party: For 2015-2016 Year - approval from College Administration for funding of benefits.
YC - Location: Marysville Campus

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active - Pending general fund approval for benefits.

Program Recommendation: Full-Time EOPS Counselor

YC - EOPS-CARE Program Review

Make the current EOPS (60%)/CalWORKs (40%) Counseling position a full-time EOPS Counseling position.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Supporting Evidence : Services to student improve based on availability of an EOPS counselor during registration, rather than going to General Counseling for assistance. Also with registration, career planning and transfer, to be in compliance with Title 5 guidelines, as well as Student Success Task Force.

The EOPS and CARE programs currently has 1.6 FTE counseling positions. We want to increase the .60 FTE to 1.0 FTE to provide increased support services to the student population addressed in the SEP plan, which are the same students that are provided services by the EOPS/CARE program. Students in the EOPS and CARE programs come from educational disadvantaged circumstances and by having, a full-time counselor this will lessen the impact on students rather than seeing different adjunct counselors. The program currently has a goal of serving 750 students at the Yuba College campus.
Evaluation Plan: Apply for Student Equity Plan funds for staffing current 60% EOPS Counseling position with 40% out of SEP Funds to make the Counseling Position at 100% devoted to EOPS.

Plan of Action

Staffing - Faculty - We want to start spring 2016 with a full-time counselor. The mandate by the State Chancellor's office is for EOPS/CARE students to been seen at a minimum 3 times per semester. We also want to be able to provide additional counseling appointments for probationary students and lengthen the appointment from 30 minutes to 1 hour to provide intervention strategies.

A 2 full-time counselor positions have not existed for the 16 years I have worked with EOPS/CARE programs, we have augmented with adjunct counselors.
(Active)
Budgetary Impact: .40 FTE EOPS Counselors to make the current .60 EOPS Counselors at 1.0
(.40 Cost Needed):
Salary: $42,800
Benefits: $15,978.68
Timeline/Responsible Party: Fall 2015 - EOPS Director will apply for SEP Funds.
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active

Program Recommendation: Adjunct counselor

Refill permanent part-time counselor.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016
Supporting Evidence : Services to student improve based on availability of an EOPS counselor during registration, rather than going to General Counseling for assistance. Also with registration, career planning and transfer, to be in compliance with Title 5 guidelines, as well as Student Success Task Force.
Evaluation Plan: In January 2016 determine how many students must see a counselor to maintain EOPS guidelines and evaluate appointments needed for counselors to stay in compliance.

Plan of Action

Staffing - Faculty - Continue use of adjunct counselor. (Active)

Status

Reporting Year: 2015-2016 11/24/2015

Recommendation Progress: Recommendation Needs Improvement/Attention
Active

Program Recommendation: Electronic Educational Plans

Use Electronic Educational Plans

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016
Supporting Evidence : Students would have access to their educational plans.
Ability for 100% attainment of educational plans.
Evaluation Plan: ...

Plan of Action

Equipment - Work with IT on utilizing/accessing the electronic educational plan that is in Datatel. (Active)

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active - Student Services is currently working on transitioning into Electronic Ed Plans. ImageNow has been used in EOPS since Fall 2015 with scanning capabilities for tracking of EOPS Ed Plans. Currently Admin Secretary is the only one with scanning and viewing capabilities of Ed Plans available in ImageNow.

Program Recommendation: Email Communication with Students

EOPS/CARE list serve with students at YC.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2011-2012, 2013-2014, 2014-2015, 2015-2016
Supporting Evidence : Utilize the student's college email address to improve communication; time saving measure.
Evaluation Plan: Receive guide on how to establish list serves for EOPS.

Plan of Action

Equipment - Establish list serve. (Active)
Timeline/Responsible Party: Rupinder Bajwa and Elizabeth Bowman; spring 2014.

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active - As of Spring 2015, EOPS students have signed a revised Mutual Responsibility Contract in which their responsibility is to check their Yuba College email. Improvements on email and now Facebook communications have been made, but their is still a need to revisit an automated EOPS and CARE List Serve that is not drive by Specialist Caseloads, but rather by Colleague - where students are coded as EOPS and CARE.

Program Recommendation: Degree Audit

Implement degree audit

Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015
Inactive Date: 11/30/2015
Supporting Evidence : Improve services to students by implementing degree audit which would allow students immediate access to graduation requirements.
Evaluation Plan: Mid-spring survey students on access of degree audit.

YC - EOPS-CARE Program Review

Program Recommendation: Automated Phone Messaging System

Research and implement an automated phone system that would make reminder calls for appointments, monthly meetings and workshops.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016
Supporting Evidence : At this time, attendance for meetings, orientations and workshops is increased when staff have the times to make reminder calls.
Evaluation Plan: Evaluate the value of automated phone system vs. email contact. Determine which method reaches students best.

Plan of Action

Equipment - Research feasibility of using current phone system to accomplish calls. Research outsourcing task. (Active)

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active - Revisiting current process for reminder calls and current technologies.

Program Recommendation: Data Imaging

Research and implement data imaging for student files

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2011-2012
Request Date: 11/01/2013
Inactive Date: 11/25/2013
Supporting Evidence : Paper reduction and time saving for filing system. Easier access to student files.
Evaluation Plan: Equipment and software purchased 12/13 school year; evaluate effectiveness 14/15 school year.

Plan of Action

Equipment - Equipment purchases for data imaging for student files and paperless office. Paperless files will enable staff to document student files simultaneously, improve the quality and capacity of the program and allow more time for staff to go over and above for EOPS/CARE students. Counselors would have more time with students instead of writing in files. (Active)

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Inactivated/Discontinued
Currently, the EOPS/CARE Program is going through a lot of personnel and position changes in which this time, this program recommendation will be inactive - until ready to be revisited.

Program Recommendation: Facilities Need

Find an additional office space for EOPS Adjunct to utilize for Counseling appointments.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2014-2015, 2015-2016
Supporting Evidence : We currently have a vacant 3rd Specialist position, in which there are plans to fill within 2015-2016 Academic Year. This office space is currently being used for Adjunct Counseling space. We need an additional office space for this Adjunct Counselor as the hiring of the 3rd Specialist position is filled.

Plan of Action

Facilities - Additional Adjunct Counseling is needed throughout the year, as we currently serve over 500 students with 1.6

Counselors and with EOPS being fully restored, there are plans to serve over 700 students. (Active)

Budgetary Impact: None.
Timeline/Responsible Party: College Administration - for approval of additional office space within 100B.
YC - Location: Marysville Campus

Program Recommendation: Facilities Improvement

Find an additional office space for EOPS Peer Mentors to utilize for drop-in appointments.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Supporting Evidence : A survey will be conducted at the end of the 15-16 year to review the impacts if any to students using the computer lab and for those meeting with Peer Mentors.
Evaluation Plan: In the Summer of 2015, the EOPS computer lab was moved from 300 bldg. (underneath the stairs of the cafeteria) to room 104 of the 100B Bldg. This decreased the number of computer work stations from 50+ to about 10 computers. The room is crowded and can be loud for students to concentrate at times. This is now a shared EOPS and CalWORKs Computer Lab. In addition, the computer lab is used with the Peer Mentors and at times there are 2 Peer Mentors with student drop-ins in the lab which creates additional noise and does not allow for open conversations between students and Peers.

Plan of Action

Facilities - A Peer Mentor is defined as a knowledgeable and experienced guide, a trusted ally and advocate, and a caring role model. Peers are utilized in the EOPS Program as part of our retention (Active)

Budgetary Impact: None. Need additional office space (one office) for two Peer Mentor workstations.
Timeline/Responsible Party: College Administration - for additional office space within 100B.
YC - Location: Marysville Campus

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active

Program Recommendation: Facilities improvements

Department facilities are old and obsolete; does not provide for confidentiality when working with students. EOPS at YC was included in the modernization plan of Measure J.

Recommendation Priority: 1. Low Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016
Supporting Evidence : Workstations not efficient and are pieced together desks, chairs and tables.
Evaluation Plan: YC is still in older, outdated facilities.

Plan of Action

Facilities - CLC was moved into new modern building designed and funded by Measure J.
YC has not moved. (Active)

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Active - Based on the progress of Measure J Plan facilities improvements. Carpets in 100B have been replaced in the Fall of 2015.

Program Recommendation: Intake process

YC - EOPS-CARE Program Review

Clarify the program intake process so students better understand what is expected of them, if they are on the program, and while EOPS is a support system, the student must engage in the program.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2014-2015
Request Date: 11/20/2013
Supporting Evidence : Many calls around first few weeks of school from students who do not know if they are on the program. Many high school students assume they are just because they completed an application handed out at a high school function. This needs to be adjusted.
Evaluation Plan: Review process summer 2014.

Plan of Action

Professional Development/Training - Assist staff with flow of information for intake orientations. (Active)

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
In Progress.

Program Recommendation: Improve program retention

Improve retention with innovative workshops on college success and completion of educational goals.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2013-2014
Request Date: 11/20/2013
Supporting Evidence : With increased knowledge, trainings and comfort level, disadvantaged students served by the program can succeed when provided with the proper tools.
Evaluation Plan: Compare graduation, certificate and transfer rates of 13/14 to 14/15.

Plan of Action

Curriculum/SLO - Research, evaluate and work collaboratively with faculty, staff and state EOP departments to gather materials for innovative themes. (Active)

Status

Reporting Year: 2015-2016 11/24/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
In Progress.

Program Recommendation: Lab at CLC

Establish a computer lab at CLC.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2011-2012
Request Date: 11/01/2011
Inactive Date: 11/25/2013
Supporting Evidence : Students have a difficult time completing LA102R hours without a dedicated lab. EOPS student would have access to a dedicated lab for homework, updating computer skills and be in alignment with Yuba College campus.
Evaluation Plan: Students now have access to a computer lab in the new building funded by Measure J.

Plan of Action

Equipment - Request facilities through CLC campus dean and work with EOPS program director to find funding as it is available to purchase computer equipment.. (Active)

YC - EOPS-CARE Program Review

YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 11/16/2015
Recommendation Progress: Recommendation Inactivated/Discontinued
CLC EOPS is being redirected to WCC.

Related Goals

Institutional Learning Outcomes

Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.

Program Recommendation: Field Trips

In efforts to provide access and promote transfer to both CSU and UC Universities.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Supporting Evidence : According to State Chancellor's Data Mart tracking, the number of transfer students are slowly declined, data was only available for 2006/07, 2007/08 and 2008/09.

2006/2007 - only 35 EOPS students out 161 student transferred
2007/2008 - only 43 EOPS students out of 172 students transferred
2008/2009 - only 32 EOPS students out of 159 students transferred
Evaluation Plan: Conduct a student survey on where EOPS students would like go for a CSU and UC Field Trips within the state of California. Requests for SEP funds will be made to pay for the Charter bus, food and staff/faculty time.

Plan of Action

Other - Provide two field trips in the Fall 2015 and two field trips in the Spring 2016 to CSU and UC Universities. (Active)
Budgetary Impact: $16,800 Total for Fall 2015 and Spring 2016 (Charter busses, food and staff) Field Trips to CSU and UC Universities.
Timeline/Responsible Party: Fall 2015 - EOPS Director to apply for SEP Funds.
YC - Location: Marysville Campus