

# 1. Assessment Plan - Four Column



## PIE - Student Services: EOPS and CARE Unit

### Where We Are Now: Analysis and Summary

#### 2018-19

**Contact Person:** Julie Marquez

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**Program Planning Dialog:** The EOPS/CARE faculty and staff participated in planning retreats in January 2019 and June 2019 to discuss successes and areas for improvement from 2018-19. In addition, the EOPS/CARE faculty and staff met on a monthly basis throughout the 2018-19 academic year to discuss program goals, policies and procedures, delivery of services and capacity to grow program participants.

**External Conditions, Trends, or Impacts (Student Services):** Budget: A new funding formula for has been implemented but it did not negatively impact Mt. SAC's EOPS/CARE programs during the 2018-19 academic year. A new formula will be implemented during the 2019-2020 academic year. It appears that the revised formula will not negatively impact our Mt. SAC's EOPS/CARE programs.

Consolidation of SE, BSI & SSSP: During the 2018-19 EOPS continued to receive funds from SSSP, BSI and SE. For the upcoming academic year, 2019-20 we have been notified that we can count on the same level of support. However, we have been informed that as a result of the consolidation in 2020-21 we may not receive the same amount of financial support.

Proposed changes to EOPS: The Chancellor's Office proposed changes that would negatively impact the program during the Spring 2019 semester. The CO's office has expressed wanting to allow programs to count tutoring, workshops and similar services as counseling. They have also expressed wanting to provide blank waivers for EOPS Director and Counselor minimum qualifications. Currently, many of the programs are organizing to speak against the proposed changes. In response to the suggested changes, Mt. SAC passed a resolution asking Chancellor Eloy Oakley to halt changes to the EOPS Implementing Guidelines. As a result of the advocacy the Chancellor's Office has stated that they will not be moving forward with the proposed changes.

Assessment Questionnaire: As a result of the passage of SB 705, Mt. SAC begun has changed their AQ and students are now able to start off with college level English and Math. While it is too early to determine whether this change will have a positive or negative impact on students, it has impacted the EOPS/CARE Program. First, the EOPS/CARE Counselors have had to remain informed of the changes so that they can provide students with the proper guidance. Second, the EOPS/CARE team has begun to plan for changes in the EOPS/CARE Tutoring Center to ensure that we are meeting the needs of the EOPS/CARE students.

Funding Formula: The state has decided to make changes to the funding of community colleges. The new formula is based on FTES (60%), number of students receiving Pell Grant, CA Dream Act and BOGW (20%) and number of degrees, certificates and other such factors (20%.) The new formula resulted in revenue increases for some districts and reductions for other districts. Mt. SAC is somewhere in the middle.

**Internal Conditions, Trends, or Impacts (Student Services):** 1. EOPS/CARE launched an online application in Spring 2019. While we are still working on fixing some of the

glitches, the process for students to apply is much easier. Looking forward we are expecting to get an increase number of applications during the 2019-20 academic year.

2. There continues to be a lack of adequate space, which continues to impact the quality services provided by the program. Services impacted includes counseling, tutoring, and peer advising services.

3. There continues to be a need for EOPS and CARE to seek assistance with IT to better utilize existing technology, including APEX, to increase efficiencies with the operations of the department.

**Critical Decisions Made by Unit:** Created and launched an online application for Mt. SAC students to apply to Mt. SAC. While this has made it very easy for students to apply to the EOPS program, it has caused an increase in workload for the team member that process applications. This resulted in the EOPS/CARE Department accepting students after the normal application window. In lieu of the book voucher, students who were admitted too late to use the book voucher received a grant.

EOPS/CARE moved from 30-minute counseling appointments to 45 minute for the 1st counseling contact. While we have received great feedback from both the counselors and the students, it has made it difficult to serve more students. In order to serve more students, the EOPS/CARE department introduced group counseling workshops. Over 300 students completed their 3rd counseling contact in this manner. Students reported benefiting from the group counseling workshops. Topics included. Preparing for Transfer, CSU & UC applications, Preparing for Finals.

EOPS/CARE begun counting the DREAM counseling contacts done by DREAM US Scholars to reduce the barriers for students to participate in both programs. The DREAM Coordinator and EOPS Director met twice a semester to ensure that the DREAM US Scholars needs were being met by both programs.

**Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement:** A1. Approximately 165 EOPS/CARE students earned their certificate, degree, and/or transferred for 2018-19. Of these students, 116 participated in the annual EOPS/CARE/CalWORKs End of Year Recognition Ceremony, the highest number for educational goal completion.

A2. The retention rates for EOPS students during the Spring 2018 term was 87.4 % and 86.2 % for non-EOPS students.

A3. The success rate for EOPS students during the Spring 2018 term was 74.6% and 70.2% for non-EOPS students.

A4. EOPS tutoring served 455 students for a total of 11,928 hours during 2018-19.

**Notable Achievements for Theme B: To Support Student Access and Success:** B1. The EOPS/CARE program launched an online application in order to increase access. As a result, it now takes students about 5 –15 minutes to apply.

B2. EOPS disbursed a combined \$722,523 to students for book vouchers (\$541,523) and grants (\$149,000). The book voucher was funded by EOPS and Student Equity funds (\$90,000.)

B3. Met with REACH and DREAM staff twice a semester to increase access to DREAMERS and Foster Youth. Accepted students from REACH and DREAM that were referred by those departments during the middle of the semester. While it is not ideal, the students referred needed the support as soon as possible.

**Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:** C1. Successfully hired the new EOPS/CARE Counselor, whom will start in July 2019.

C2. Hired two additional adjunct EOPS/CARE counselors to increase ability to serve more students with quality counseling services.

C3. Received continued funding from SSSP, Student Equity, and Basic Skills Initiative to support the operations and book voucher distribution efforts of the program as well as the tutoring component of the EOPS/CARE program.

**Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:** D1. Collaborated with the CalWORKs program to provide CARE students with access to effective parent workshops and activities to support their education and recognize their achievements.

D2. Partnered with Soroptimist International, Puente Hills, to co-host the first annual scholarship recognition event for CARE students whom received scholarships. A total of 7 students were selected from various Soroptimist International Clubs.

D3. Created a collaborative progress report. Students who are in HSO, DREAM, REACH, ASPIRE, ACES, ARISE, BRIDGE and EOPS are now aware that there only need to submit one program report – not one for each program they are participating in.

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<b>Professional Development:</b> - Provide opportunities for professional development and technical training for EOPS tutors, staff, counselors and	<b>Report directly on Goal</b>	<b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 25 Staff from REACH, ACCESS and DREAM came to various EOPS Staff & Faculty meetings to provide in house training.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>director.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 09/01/2016</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - No Funding Requested -</b>  Support to send EOPS tutors, staff, counselors and director to trainings. Support to have staff from other areas on campus come in and provide in service training. For instance, have Financial Aid office come to a staff/faculty meeting to provide us with information on how we can assist our students when they have incomplete financial aid files.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>  1.) Have various department staff representatives attend our meeting to share what the EOPS team can do to better serve their population of students. For example, ask the new DREAM Director to provide a training on the needs of undocumented students and what we can do to support them.  2.) Support 2 Classified Staff and 2 Counselors to attend the EOPS Conference in October 2019.  3.) Encourage staff, counselors and tutors to attend relevant POD training.  4.) Work with staff to create an effective tutor training day.  <b>Lead:</b> Julie  <b>Type of Request:</b> PROFESSIONAL &amp; ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.</p>	<p>This is a goal we will continue to work on since there are many more departments that could offer in house training. (06/19/2019)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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**Planning Unit Priority:** Medium  
**Documentation Attached?:** No

<p><b>Technology</b> - Increase program efficiency.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 09/01/2016</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 50  The APEX system needs further development with IT support. The program database system is not fully functional to meet the needs of the department. While the APEX system works, we are not utilizing it to it's full capacity. We need to schedule meeting with the IT department to discuss the steps we need to take as a department. (07/23/2018)</p>
	<p><b>Request - No Funding Requested - IT Assistance</b>  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>  Phase 1: APEX database setup with IT continues with entering new and continuing students.  <b>Lead:</b> Julie Marquez  <b>What would success look like and how would you measure it?:</b> Current and accurate student data available for reporting EOPS and CARE success.  <b>Type of Request:</b> IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  <b>Planning Unit Priority:</b> High  <b>Documentation Attached?:</b> No</p>	<p><b>Reporting Year:</b> 2016-17  <b>% Completed:</b> 75  A part-time employee is entering the student information to get the system setup. (08/02/2017)</p>
	<p><b>Request - No Funding Requested - IT Support</b>  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>  Phase II: Advancements in the APEX database. Phase II will train all the front counter staff in how to utilize the system.</p>	

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**Lead:** Julie Marquez

**What would success look like and**

**how would you measure it?:** The new system will shorten the amount of processing time as it will eliminate a lot of data entry.

**Type of Request:** IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**Documentation Attached?:** No

**Request - Full Funding Requested -**

Heavy Duty Printer

**Describe Plans & Activities**

**Supported (Justification of Need):**

The company that services our office copier/printer stated that we need to order a new one because there are issues with it that can no longer be fixed or cost more than the copier/printer is worth

**Lead:** Julie Marquez

**Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT):

Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** High

**Documentation Attached?:** No

**One-Time Funding Requested (if applicable):** 12000

**Collaboration** - Increase collaboration

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<p>with student support programs, departments on campus, higher education institutions, and community agencies in order to better serve students.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 09/01/2016</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19</p> <p><b>% Completed:</b> 25</p> <p>During the academic year we worked closely with DREAM to ensure that students who are in US DREAM Scholars are not dropped from EOPS (so long as they have completed 3 counseling contacts with a DREAM Counselor.) We also began working with other community organizations and as a result had a more diverse group of advisory committee members. We had representation from LA County, Hope Family Resource Center, Walnut HS, Pomona Valley AJCC and other community organizations. In partnership with UCLA and CalPoly Pomona we also offered transfer workshops for just EOPS students. The workshops were well attended and students expressed interest in EOPS offering more of these workshops. (06/24/2019)</p>
		<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 50</p> <p>Meetings with representatives from Dream, REACH, and CalWORKs were scheduled during the spring to discuss improved coordination with EOPS/CARE to serve students participating in multiple programs. EOPS/CARE counselors agreed to provide training for counselors in other programs if students choose to receive their EOPS counseling contacts from their respective counselors. (07/16/2018)</p>
	<p><b>Request - No Funding Requested -</b></p> <p>Access to the SARS Grid of other departments such as DREAM and REACH. This way when we look up our EOPS students we are able to see if they are meeting with counselors in other areas.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> 1) Expand the committee makeup of the EOPS Advisory Committee .</p> <p>2) Hold standing meetings with key staff from various areas such as REACH, DREAM, CalWORKs and Financial Aid.</p> <p>3) Provide training for counselors in</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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other programs if students choose to receive their EOPS counseling contacts from their respective counselors.  
**Lead:** Julie Marquez  
**What would success look like and how would you measure it?:** At least 2 coordination meeting a semester will be held between the various programs.  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**Documentation Attached?:** No

<p><b>Data Collection</b> - Conduct ongoing systematic assessments and evaluate outcomes for continuous quality improvement.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/19/2019</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - No Funding Requested -</b>  Support from the IT Dept. with pulling the necessary data for the EOPS Department to evaluate and</p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 50  Throughout the 2018-19 academic year, the EOPS program staff and faculty worked closely with researchers to pull information on the number of education plans completed by EOPS Counselors, cumulative GPA, retention and success rates, as well as degree and certificate completion. We also conducted surveys for our EOPS program services and used the feedback to make adjustments throughout the year. Specifically, we looked at the feedback students shared about the workshops they attended and how useful they found them to be as well as the topics they wanted us to address in the future. Based on the feedback we received in the Fall we made changes to the workshops offered in the Spring. (06/21/2019)</p>
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assess how we are doing.

**Describe Plans & Activities**

**Supported (Justification of Need):**

- 1.) Ask that IT Staff update the dashboards on a year to year basis.
- 2.) Tutorial Specialist will continue gathering data on the numbers of students that are accessing tutoring, their grades and any other relevant information.
- 3.) EOPS staff and faculty will continue administering surveys through quadratics and utilize the data gathered to make improvements.

**Lead:** Julie Marquez

**What would success look like and how would you measure it?:** We

would have all the dashboards requested.

- 1) EOPS Head Count
- 2) Degree & Certificate Completion
- 3) GPA
- 4) Success & Retention Rate
- 5) Persistence
- 6) Financial Aid: Breakdown of the percentage of our students are receiving a fee waiver under method A, B, C, Pell and CHAFFEE.
- 7) College Level English & Math: Breakdown on the percentage of our students who have completed college level English & Math, as well as the percentage who have completed both.
- 8) Academic Standing: Percentage of our students who are in good standing, level 1 & 2 probation.
- 9) PT vs. FT: Breakdown of the number of units our students are enrolled in.
- 10) Persistence within our program

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**Type of Request:** IT SUPPORT:  
 Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** High  
**Documentation Attached?:** No

<p><b>Academic Support</b> - Increase the number of students who are utilizing EOPS/CARE academic support services.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/19/2019</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 50          During the 2018-2019 academic year we made an effort to advertise EOPS tutoring. A total of 455 utilized tutoring services during the 2018-2019 compared to 450 in 2017-2018. This data demonstrates that there the EOPS team needs to work on making tutoring accessible to more students. (06/21/2019)</p>
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**Request - Partial Funding Requested**  
 - Funding to hire tutors to support the academic needs of our EOPS and CARE students. (Currently receive BSI, SSSP and SE funds to fund most of EOPS/CARE tutoring)  
**Describe Plans & Activities Supported (Justification of Need):** 1) Continue requesting BSI, SSSP, and SE funds to cover the costs of tutoring.  
 2) Continue offering one-on-one tutoring, group tutoring and walk in tutoring.  
 3) Faculty and staff will promote EOPS/CARE tutoring by giving students flyers during appointments and sending e-mail reminders.  
**Lead:** Julie Marquez  
**What would success look like and how would you measure it?:** Track our ability to serve each EOPS/CARE student who has requested tutoring.

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Track the success rate of the students who attend tutoring. Success would equate to having an 80% + success rate for the students that utilize our academic support center.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**Documentation Attached?:** No  
**On-Going Funding Requested (if applicable):** 120000

**Growth: Increase access to Mt. SAC students who are EOPS eligible -**  
 Increase the number of students served through the EOPS program by 10% every year.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21  
**Goal Entered:** 05/10/2019

**Report directly on Goal**

**Reporting Year:** 2018-19  
**% Completed:** 0  
 During the 2018-2019 the EOPS Program served the same amount of students as in 2017-2018. Much of this was a result of not having access to the students financial aid BOGW eligibility until early August. In addition, as a result of the new Director not starting until mid-July the Information Sessions were not conducted in late June/early July as had been done in the future. Instead the Information Sessions were conducted right before the Fall semester began. In addition, during the 2018-19 year one of our counselors went on leave. While we tried to hire adjunct counselors due to the timing the adjunct counselors were not able to begin until January 2019. This impacted our ability to serve more students during the Fall 2018 semester. (06/21/2019)

**Request - Full Funding Requested -**  
 Space  
**Describe Plans & Activities Supported (Justification of Need):**  
 1.) The EOPS/CARE staff space was originally configured for a function that is not feasible for the department as it seeks to serve more students. In order to do so, the modular equipment must be remodeled to provide functionally appropriate work stations for staff.

**Reporting Year:** 2018-19  
**% Completed:** 0  
 We requested our area to be reconfigured in order to make room for two more offices. While we believed that the DIRTT walls would be installed during the academic year they were not. Based on recent conversations it appears that the walls will be installed by Spring 2020. It is critical for the EOPS Program to gain additional office space in order to hire adjunct counselors to serve more EOPS eligible students. (06/21/2019)

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Also, with the eventual remodel of existing work stations that will be converted to offices with the installation of DIRTT walls, the department will need additional work space for classified staff. The remodel plan will include this in the design. 2.) Continue requesting SSSP funds in order to cover the costs associated with hiring additional adjunct counselors. 3). Set up group counseling sessions for the 2nd and 3rd contact in order to serve more students.

**Lead:** Julie Marquez

**What would success look like and how would you measure it?:** We'd be successful in achieving this goal when we increase the number of students served. We would also be successful when we secure space and the funding to hire additional adjunct counselors.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**Documentation Attached?:** No

**One-Time Funding Requested (if applicable):** 50000

**Request - Full Funding Requested -**  
Additional EOPS Counselor

**Lead:** Julieta Maquez

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium

**Documentation Attached?:** No

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**On-Going Funding Requested (if applicable):** 120000

<p><b>Student Engagement</b> - Increase the number of EOPS/CARE students participating in EOPS/CARE sponsored activities/events.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/19/2019</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 25            During the 2018-2019 we offered students the opportunity to participate in a total of 10 events and activities. We had the following workshops: 1)Feel Better, Do Better: Practicing Self Meditation 2) Study Habits: I Blew the Test, Now What? 3) Mt. SAC Scholarship Application Assistance 4) EOPS Networking Lunch 4) Cal Poly Pomona Presentation 5) Trip to CSUF 6) Paintball with International Students 7) Stress Management - Don't Stress - Be Your Best 8) Effective Communication with Faculty 9) Involvement on Campus and 10) Giving Thanks - An opportunity to create thank you cards for faculty and staff around campus that have supported EOPS students. (06/21/2019)</p>
	<p><b>Request - No Funding Requested -</b>            EOPS/CARE staff to help plan and facilitate activities. Space/Rooms to hold the activities.  <b>Describe Plans &amp; Activities</b>  <b>Supported (Justification of Need):</b> 1) Offer EOPS "community building" opportunities, such as EOPS Board Game Night, EOPS Movie Night, EOPS Networking and etc.            2) Start an EOPS Club to increase engagement among EOPS students.            3) Become active on social media in order to promote EOPS events.            4) Increase our marketing efforts before EOPS events.</p> <p><b>Lead:</b> Julie Marquez  <b>What would success look like and how would you measure it?:</b> Track attendance at EOPS sponsored activities/events and compare the percentage of students involved in</p>	

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our program activities to the prior year. Success would mean seeing a 10% increase in participation.  
**Type of Request:** SUPPLIES AND MATERIALS: Instructional supplies and materials are items to be used by students, faculty and other personnel in connection with an instructional program, less than \$500.  
**Planning Unit Priority:** Medium  
**Documentation Attached?:** No

**Program Visibility** - Increase the visibility of the EOPS/CARE program at Mt. SAC and the surrounding community.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21  
**Goal Entered:** 06/19/2019

**Report directly on Goal**

**Reporting Year:** 2018-19  
**% Completed:** 25  
 To increase the visibility of the EOPS/CARE Program at Mt. SAC the EOPS team participated in over 10 outreach events on campus. The EOPS team also continued to collaborate with various community organizations such as Soroptimist Puente Hills and began building partnership with other chapters such as Claremont, West Covina, La Habra - Brea, and Baldy View. The EOPS also facilitated Mt. SAC campus tours for a few community group such as the Boys and Girls Club of La Habra. (06/21/2019)

**Request - No Funding Requested -**  
 Would need the marketing team's support to help us promote EOPS events and activities.

**Describe Plans & Activities Supported (Justification of Need):** 1) Plan a luncheon to celebrate EOPS 50 year anniversary.  
 2) Look for opportunities to promote the EOPS Program.  
 3) Increase our presence in social media.  
 4) Have EOPS staff table at key campus events.  
 5) Present at Faculty Flex Day and Classified Professional Development.

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6) Attend community events and present on the EOPS program.

**Lead:** Julie Marquez

**What would success look like and**

**how would you measure it?:** To determine if we have achieved this goal we would find out many faculty and staff around campus know about our program and the services we offer. We would also base our success on the number of referrals that come from staff and faculty across campus.

**Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

**Planning Unit Priority:** Medium

**Documentation Attached?:** Yes