1. Assessment Plan - Four Column

PIE - Student Services: EOPS and CARE Unit

Where We Are: Analysis and Summary

2017-18

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Program Planning Dialog: The EOPS/CARE staff met for a planning meeting in June to discuss successes and areas for improvement from 2017-18. The program is transitioning to new leadership and the staff are looking forward to assessing program goals, policies and procedures, and capacity to grow program participants.
External Conditions, Trends, or Impacts (Student Services): Budget: Since the restoration of the EOPS and CARE budgets, a statewide program allocation task group has been meeting to determine the funding formula for the programs going forward. As an older program, the new funding formula will not negatively impact Mt. SAC's EOPS/CARE programs.

Categorical Consolidation: There were concerns about a categorical consolidation proposal that could include EOPS/CARE, but the final decision excluded EOPS and other categorical programs from consolidation. However, SSSP, SE, and BSI are scheduled to be consolidated, which may impact future availability of funding support from these programs at the College level for EOPS, which currently receives funds to support students.

Vulnerable Student Populations: There is a growing number of housing and food insecure students, Dreamers are consistently targeted as a vulnerable group nationwide, and foster youth continue face challenges prior to and during college. These are the populations that EOPS and CARE serve, so the needs of underserved populations continue to grow.
Internal Conditions, Trends, or Impacts (Student Services): 1. EOPS/CARE programs increased the number of program participants to over 1,300. The goal to gradually increase student participants improves the program's chances of receiving a greater allocation in 2019-20 if the state's funding level and all other success measures remain consistent.

2. Lack of adequate space continues to impact the quality services provided by the program. Services impacted includes counseling, tutoring, and peer advising services.

3. There is 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: Given the high demand for the program, the EOPS/CARE staff took a proactive approach to allow more students into the program for the 2017-18 year. There was also a decision to review its policies and procedures to ensure consistency with service delivery, utilize the advisory committee more effectively, seek increased use of technology for processing, and monitor student progress more regularly.
Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1. Approximately 160 EOPS/CARE students earned their certificate, degree, and/or transferred for 2017-18. Of these students, 128 participated in the annual EOPS/CARE/CalWORKs End of Year Recognition Ceremony, the highest number for both educational goal completion and ceremony participants.

2. EOPS students whom completed three counseling contacts demonstrated course success rate of 78% compared to 61% of a comparison group for fall 2017. The retention rates, which used the same factors to measure outcomes, were 91% for EOPS and 84% for non-EOPS students.

3. EOPS tutoring served 418 students for a total of 11,104 hours during 2017-18.

Notable Achievements for Theme B: To Support Student Access and Success: 1. EOPS and CARE programs grew the number of program participants from just over 1,000 students in 2016-17 to 1,300 students in 2017-18. This was the result of the EOPS/CARE staff keeping the admissions process open longer to allow more students to apply and EOPS/CARE counselors' commitment to seeing more students.

2. EOPS disbursed a combined $699,276 to students for book vouchers ($484,878) and grants ($214,398). The book voucher was funded by EOPS and Student Equity funds.

3. A study of the possible impact of the book voucher service to success, revealed that EOPS students whom received a book voucher in fall 2017 passed their courses in English at 70% compared to non-EOPS at 65% and in Math, EOPS succeeded at 56% compared to non-EOPS students at 53%.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Successfully hired the new EOPS/CARE Director, whom will start in July 2018. The program was led by the Dean of Student Services since January 2018 while the search for the new director took place.

2. Successfully hired the Student Services Program Specialist II, which was vacated over a year ago. This position will play a critical role with MIS reporting, developing and monitoring student progress, and outreaching/recruiting future EOPS and CARE students.

3. Hired a third adjunct EOPS/CARE cousnelor to increase ability to serve more students with quality counseling services.

4. Received continued funding from SSSP, Student Equity, and Basic Skills Initiative to support the operations and book voucher distribution efforts of the program.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. 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.

2. Partnered with Soroptimist International, Puente Hills, to co-host the first annual scholarship recognition event for CARE students whom received scholarships. CARE organized the dinner at Mt. SAC and invited Soroptimist representatives from Puente Hills to award CARE students their scholarships.

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Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Staff - Ensure appropriate staffing for program. **Status:** Active	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 0 In order to continue increasing the number of EOPS

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Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	students while ensuring high quality counseling services, a fourth counselor is necessary. The program grew from just over 1,000 students in 2016-17 to over 1,300 for 2017-18, but more counseling hours will be needed to serve more students. (07/16/2018)	
	Full Funding Requested - Hire a fourth full-time EOPS Counselor for the program during 2018-19 for a fall 2019 start date. An additional counselor is essential to serving a higher number of EOPS students, which is a high priority goal for the program. **Describe Plans & Activities Supported:** A full time EOPS Counselor is needed in order to appropriately meet the growth goals of the program. $109,060 is the estimated salary and benefits for this position. **Lead:** Koji Uesugi **On-Going Funding Requested (if applicable):** 109000 **Type of Request:** Staffing **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Increase the EOPS participants by 30% increase. **Documentation Attached?:** No	**Reporting Year:** 2016-17 **% Completed:** 0 This position has been requested for numerous years and has not been approved yet. (08/02/2017)	: There are over 1,100 EOPS students that are in need of specific EOPS counseling services related to their academic and personal circumstances. Currently there are three EOPS Counselors. They meet with students for a minimum of 45 minute appointments, three times a semester. A fourth Counselor is needed to increase the program's capacity to serve an additional 350 students with a 45/30 minute combo counseling time. This would increase our program from 1,100 to 1,450 students, which is over 30% growth. This will also increase our EOPS to non-EOPS ratio from 1.9% to 2.6% based on 56,000 students for the college. (08/02/2017)
	Hire a fourth full-time EOPS Counselor for the program during 2017-18 for fall 2018. An additional counselor is essential to serving a higher number of EOPS students, which is a high priority goal for the program. **Describe Plans & Activities Supported:** A full time EOPS Counselor is needed in order to		

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	appropriately meet the growth goals of the program. $109,060 is the estimated salary and benefits for this position. **Lead:** Irene Herrera **Type of Request:** Staffing **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Increase the EOPS participants by 30% increase. **Documentation Attached?:** No	
Offices - Continue to request office/work space in EOPS and Tutoring for counselors, staff and students. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Goal Entered:** 09/01/2016	**No Funding Requested -** Include additional space needs in the College master plan and advocate for expanded space for the EOPS program. **Describe Plans & Activities Supported:** Office space / Work space in EOPS and Tutoring for Counselors, Staff, and Students **Lead:** Irene Herrera **Type of Request:** Facilities **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Students will receive additional services and support from EOPS. **Documentation Attached?:** No	**Reporting Year:** 2016-17 **% Completed:** 0 During the interview for the Facilities Master Plan, additional space needs were discussed and noted. This is an ongoing request from EOPS. (08/02/2017)
	Full Funding Requested - Funding for the design, material, and labor to remodel the EOPS/CARE offices. **Describe Plans & Activities Supported:** 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	**Reporting Year:** 2018-19 **% Completed:** 0 This is a new request for 2018-19. (07/16/2018)

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	remodeled to provide functionally appropriate work stations for staff. 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. **Lead:** Koji Uesugi **One-Time Funding Requested (if applicable):** 50000 **Type of Request:** Facilities **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Staff have adequate space to provide support services to EOPS/CARE students. **Documentation Attached?:** No		
Training - Provide opportunities for professional development and technical training for student workers, staff, counselors and supervisor. Provide extensive front counter customer service training to new and continuing staff. **Status:** Inactive **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016 **Date Goal Archived/Inactivated:** 07/23/2018	**Full Funding Requested -** Provide student worker opportunities for temporary employment in the EOPS department **Describe Plans & Activities Supported:** Funding **Lead:** Irene Herrera **On-Going Funding Requested (if applicable):** 20000 **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Students trained and effectively serving students during program events.	**Reporting Year:** 2016-17 **% Completed:** 50 Approximately five students were hired in EOPS. They were exposed to leadership opportunities and office skills training. (08/02/2017)	: A couple of students graduated and transferred to other schools. (08/02/2017)
Technology - Work collaboratively to advocate for technological support to	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 75	

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improve EOPS/CARE processes and access. Complete and implement APEX database through the EOPS department to include: eligibility, front counter, tutoring and counselors component. Create an on line EOPS and CARE application. **Status:** Active **Goal Year(s):** 2016-17 **Goal Entered:** 09/01/2016	**Report directly on Goal**	The APEX system needs further development with IT support. The program database system is not fully functional to meet the needs of the department. (07/23/2018)
	No Funding Requested - IT Assistance **Describe Plans & Activities Supported:** Phase 1: APEX database setup with IT continues with entering new and continuing students. **Lead:** Irene Herrera **Type of Request:** IT Support **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Current and accurate student data available for reporting EOPS and CARE success. **Documentation Attached?:** No	**Reporting Year:** 2016-17 **% Completed:** 75 A part-time employee is entering the student information to get the system setup. (08/02/2017)
	No Funding Requested - IT Support **Describe Plans & Activities Supported:** Phase II: Advancements in the APEX database. Phase II will train all the front counter staff in how to utilize the system. **Lead:** Irene Herrera **Planning Unit Priority:** High **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. **Documentation Attached?:** No	
Outreach and Recruitment Staff - Increase access for Foster Youth, Dreamers, CARE, Re-Entry, and other disadvantaged student groups by enhancing recruitment and outreach efforts. Provide a CARE link to CCC	**No Funding Requested -** Full time staff **Describe Plans & Activities Supported:** Investigate the possibility of providing Provide a CARE link to CCC Apply. Provide	

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Apply. Provide EOPS & CARE outreach to high schools, community and across campus. Provide on and off campus collaboration efforts with other student equity programs and services. **Status:** Active **Goal Year(s):** 2016-17 **Goal Entered:** 09/01/2016	EOPS & CARE outreach to high schools, community and across campus. Provide on and off campus collaboration efforts with other student equity programs and services or activites. **Lead:** Irene Herrera **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Enrollment in CARE program will increase.	
Collaboration - Collaborate with CalWORKs, Dream, REACH to exchange program information, activities, referrals, and services for students that are either in the programs or potential EOPS and CARE. EOPS/CARE counselors agreed to a proposal to provide training for counselors in other programs if students choose to receive their EOPS counseling contacts from their respective counselors. Discussions will continue in fall 2018. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 50 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)
	No Funding Requested - Joint meeting **Describe Plans & Activities Supported:** Organize joint meeting to share information. Include each program in the EOPS Advisory Committee meetings. Currently, some data reports are shared between the programs. **Lead:** Irene Herrera **Planning Unit Priority:** High **What would success look like and how would you measure it?:** At least 2 coordination meeting will be held between the various programs. **Documentation Attached?:** No	**Reporting Year:** 2016-17 **% Completed:** 50 In November 2016, the advisory committees met together to share information. Also, data was shared between the programs to identify students that are in each others' programs. (08/02/2017)

Online Application - Collaborate with

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IT to develop an online EOPS/CARE application. **Status:** Active **Goal Year(s):** 2018-19 **Goal Entered:** 07/15/2018	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 0 This project will be started in summer of 2018 with a goal of completing the project by the end of fall 2018. This project requires support by IT. (07/23/2018)	
	No Funding Requested - NA **Describe Plans & Activities Supported:** The current EOPS/CARE application is paper, requiring immense manual processing for the new EOPS student intake process. An online application that filters out factors that do not qualify students to meet the program criteria is needed. This requires working with IT to develop the system. **Lead:** EOPS/CARE Staff **Type of Request:** IT Support **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Higher number of EOPS/CARE applications will be processed in a shorter amount of time with automation, which should lead to increased participants due to faster processing time.		
Resources and Services - Continue to apply for various funds on and off campus to provide additional student resources and services. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Goal Entered:** 09/01/2016	**Full Funding Requested -** To provide funding for additional book services, supplies and grants. **Describe Plans & Activities Supported:** Additional funding **Lead:** Irene Herrera **One-Time Funding Requested (if applicable):** 100000 **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** 5% increase in student retention	**Reporting Year:** 2016-17 **% Completed:** 50 In 2016-17, about $100,000 in Student Equity was available to students for book services. (08/02/2017)	**:** The funds were placed on book vouchers for students. Research did a study that showed the students who received the highest amount of Book Voucher funds were successful in their classes and retained for the next semester. (08/02/2017)