

## **VISION**

The EOP&S/CARE department is committed to providing comprehensive, holistic and effective academic, career, and personal counseling to each student as they pursue their educational goals. EOP&S/CARE strives to provide an environment where each student will grow intellectually and personally while obtaining knowledge and academic skills to be successful in the pursuit of their educational goals.

(Date Created 8/2/2000; Date Revised 5/4/2010)

## **MISSION**

EOP&S/CARE is a state funded program which provides special support to students who are educationally and economically disadvantaged. The ultimate goal of the program is to provide the opportunity and support necessary for each student to undertake and complete their educational goal at Santiago Canyon College.

(Date Created 8/2/2000; Date Revised 5/4/2010)

**SERVICES-FUNCTIONS:** EOPS/CARE is a state funded program under SB 164 which operates following Title V Education Code, Article 8 Sections 69640-69656 Implementing Guidelines. The intent of the Legislature is that colleges identify students affected by language, social and economic disadvantages and to assist these students to achieve their educational objectives and goals including but not limited to, obtaining job skills, occupational certificates, or associate degree and transferring to four-year institutions. (Ed. Code Article 8 section 69640).

The following is a list of services provided to EOPS students at SCC. All services and functions provided by the EOPS/CARE program are followed in the spirit of Title V Implementing Guidelines.

1. **Comprehensive and holistic academic, personal, and career counseling:** EOPS/CARE provides each student with effective holistic counseling which is the delivery of comprehensive individualized and efficient academic, personal and career counseling, as well as referral and access to other student support services that enhance students' persistence and retention rate.

Section 56236 Title V Implementing Guidelines state that colleges "shall provide counseling and advisement to EOPS eligible students of at least three contact sessions per term for each student as follows":

(A) A contact session which combines interview and other interpretation of assessment results to prepare a student's educational plan, and a mutual responsibility contract specifying what programs and services the student shall receive and what the student is expected to accomplish.

(B) An in-term contact session to insure the student is succeeding adequately, that programs and services are being provided effectively and to plan changes as may be needed to enhance student's success.

(C) A term-end or program exit contact session to assess the success of students in reaching the objectives of that term, the success of the programs and services provided in meeting the student's needs, and to assist students to prepare for the next term of classes, or to make future plans if students are leaving the EOPS Program or the college.

Students in the program are aware of their obligation to meet with a counselor

three times per semester, through their Mutual Responsibility Contract

2. **Outreach, Orientation and registration services (Title V, section 56232):** Each college receiving EOPS funds shall provide access services to identify EOPS eligible students and facilitate their enrollment in the college. Access services shall include at minimum:
  - (A) Outreach and recruitment to increase the number of potential EOPS eligible students who enroll at the college.
  - (B) Orientation to familiarize EOPS eligible students with: the location and function of college and EOPS programs and services; the college catalog, application, and registration process, with emphasis on academic and grading standards, college terminology (e.g., grade points, units), course add and drop procedures and related rules; financial aid and application procedures; and transfer procedures to four-year institutions, registration assistance for priority enrollment.

SCC has designated a High School and Outreach Community Specialist to offer outreach services to local feeder high schools, community and other high schools upon request. In conjunction with the Outreach department at SCC, specialized outreach services are provided to potential EOPS students, their parents and the community at large.

Presentations are done in a bilingual format and presentations include information about higher education, college application, EOPS application, eligibility and acceptance procedure, information regarding the EOPS Summer Success Program. In addition, EOPS participates in the college's Early Decision Program, where high school students complete the matriculation process. Once a potential EOPS student is identified through the Early Decision Program, the student attends a specialized EOPS orientation and is given priority registration.

Priority registration for continuing students is offered on a semester basis through the Early Scheduling Program. The Early Scheduling Program is offered to EOPS students who are in compliance with the program standards by meeting with their counselor, having an up to date educational plan and on-time submission of their academic progress report. Early Scheduling is a Pre-Priority registration activity. Students attend a two-hour specialized EOPS pre-registration workshop where they select their upcoming semester courses and obtain information regarding their priority registration date and book voucher policy.

3. **Summer Success Program:** The Summer Success Program is offered every year to recent high school graduates through Outreach and the Early Decision Program. Students enroll in Counseling 101, a 3 unit course, designed to promote academic, and career success by exploring student development from an educational, sociological, psychological and physiological perspective. Exploration of higher education opportunities, potential career interest and a focus on educational planning. In addition, they enroll and in Counseling 111, a one unit learning skills development course. The course examines the application of educational/psychological principles in the development of effective learning

skills for college courses. Topics also include identifying diversities of culture influences, learning styles, time management, textbook study/comprehension, note-taking, research preparation and testing. Students also experience firsthand SCC's support services by visiting the tutoring, MASH, writing center, library and the Academic Success Center. Students also visit between 3-4 local universities. In the summer of 09 due to budget constraints only one section of the summer program was offered instead of two and the universities field trips were cancelled.

4. **Book Voucher Program:** Each year students receive a book voucher in the amount of \$100.00 to \$250.00 per semester depending on current budget. Currently, the book program has been reduced by 50% due to budget reductions.
5. **Academic Retention Support Services:** Every semester students are offered academic workshops they can attend. These workshops were designed for students who are on Academic Contract due to their GPA falling below a 2.00 or students struggling academically.
6. **Priority Registration:** EOPS students receive priority registration each semester per title V section 58108. Students must be in compliance with their EOPS mutual responsibility contract in order to be eligible for priority registration.
7. **Mid-term progress check:** A retention activity to ensure students are academically succeeding is through the Progress Report. At the eight week of each semester students are mailed a midterm progress report which they must take to their professors to obtain their current grade. For fall 09, the progress report was e-mailed to all students and the process did have a few glitches but was very successful because most students received their progress report. Students must turn in their progress report in between weeks 8-10 of each semester. During weeks 8-10 walk-in counseling appointments are opened for students who are not succeeding academically in order to provide retention intervention counseling.
8. **Semester book loan:** Books that have been returned by students or donated to the program are loaned to students. Students must be in compliance with the program and must sign a contract to participate.
9. **Semester calculator loans:** The program has been able to purchase several specialized calculators to loan out to students. Students must be in good academic standing and sign a contract to participate.
10. **Student services fee:** When budget allows the program pays for EOPS student's student services fee, and health fees.
11. **Transfer assistance referrals to other colleges:** The program works closely with the Transfer Center and coordinates specialized EOPS transfer workshops. All EOPS students are in the SCC database and as a result receive the transfer center newsletter as well as all support and activities provided by the transfer center.

12. **Financial Aid assistance:** An EOPS counseling assistance is a liaison to the Financial Aid office and works closely with the Financial Aid office to ensure timely awards to EOPS students.
13. **Cap and gown:** As budget allows the EOPS program pays for students cap and gown
14. **Newsletter:** A newsletter is sent out once a semester and during Fall 09 the newsletter was sent electronically.
15. **Academic supplies:** Students are provided with USB, pencils, pens, erasers, rulers, binders, scantrons, notebooks, paper, sharpener, whiteout, highlighter, lead, 3 hole punchers, pencil pouches, backpacks, mini-staplers, dictionary, post-it, student planners, note pads, index cards, glue stick, and more.
16. **Birthday cards:** mailed to each student on a monthly basis.

**FUNDING SOURCE:**

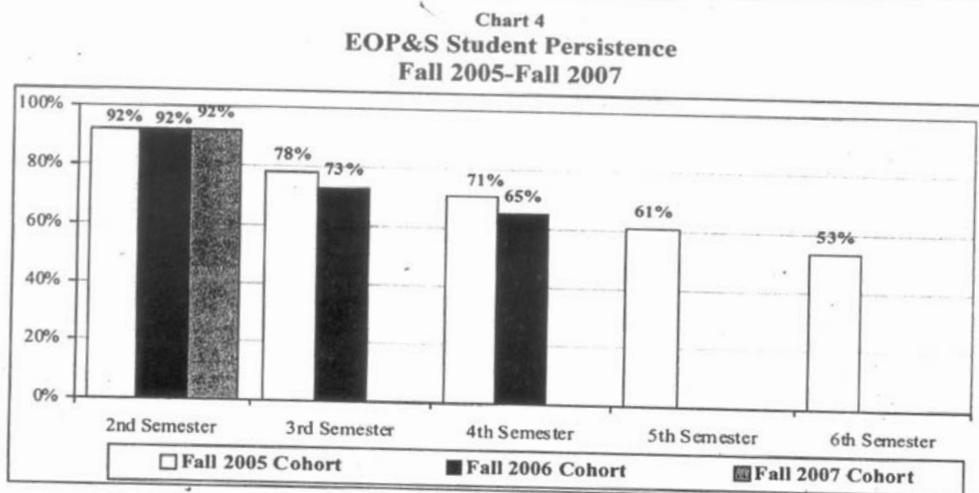
- The SCC EOPS & CARE program is funded by the California Community College State Chancellor's Office through yearly allocation based on numbers of unduplicated students served yearly.
- The EOPS Director, 91% of the High School and Community Outreach Specialist, two counseling assistants and one FTE counselor are general funded.

The EOPS program utilizes different methods to assess program effectiveness and works closely with the RSCCD Research Department. In the past three years the program has evaluated the numbers of students served, basic skills competence and outcome, and student persistence and performance.

1. **End of semester review/exit information:** This survey is distributed to students during early scheduling every fall and spring. The results are tallied and sent to the RSCCD Research Department. The RSCCD research department produces a report which gives the program an overview of the numbers of students served that current semester, their status as a students, demographics of the program and students' perception of services they felt were either beneficial to them or not as well as rating the services provided by the EOPS/CARE Program.
  
2. **EOPS Basic Skills Competence and Outcome:** The basic skills initiative began in summer 2007 and EOPS requested a report to assess the success rate of EOPS students in basic skills and it studied a group of first time freshmen cohort from 2005-2008. The report and data demonstrated that although EOPS students are academically underprepared as they enter SCC, they persist at higher rates and overall graduate and transfer at higher rates as well. The program believes that the comprehensive holistic counseling, the support services and instruction students receive are the integral components of these successes.
  
3. **2007 and 2008 RSCCD Research Reports of Student Persistence and Performance:** This report is sent out by the RSCCD Research Department and once again it validates that EOPS/CARE students who persist earn higher GPA and transfer at a higher rate than non-EOPS students.

The persistence rate for EOPS and financial aid students (92% and 89% respectively) continue to be higher than the 66% persistence rate for the overall first-time freshmen cohort.

# of Students	06-07	07-08	08-09
<b>Planned to Serve:</b>	410	450	450
<b>Graduated:</b>	17	13	19
<b>Transferred:</b>	17	16	15
<b>AA/AS degree:</b>	13	20	10
<b>Certificates:</b>	0	0	0



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- 4. Summer Success Program Analysis:** This report was conducted in July 2007 in an effort to measure the impact that the summer program has on EOPS students and compare them to entering EOPS freshmen who do not participate in the summer success program. The report found that generally students who participate in the summer success program perform better than EOPS students who do not. However, due to the small numbers of students compared further analysis was recommended.

### **SLO Analysis:**

#### **2007-2008**

From the assessment, students stated that the most important services they received while at SCC were counseling, book vouchers and usage of the math center. Other services such as the library, career center, workshops provided by EOPS, priority registration, transfer center and writing center aided to their educational success.

#### **2008-2009**

Most students were able to answer correctly five out of the seven questions asked. Students had difficulty answering questions in terms of EOPS eligibility and the minimum English course requirement for the associate degree requirement.

## STRENGTHS:

The data has provided the program with the trends of success and challenges students face. Although, EOPS/CARE students are academically underprepared as compared to non-EOPS students, studies have shown that EOPS students that persist do so at a higher rate and transfer at a higher rate.

The challenges of EOPS students lie in being academically underprepared and the program has strengthened their counseling services and offers academic workshops to address the challenges students face as they proceed through the educational pipeline. The following academic/retention workshops have been offered to students:

06-07	07-08	08-09
<ul style="list-style-type: none"><li>• Grade Point Average, What is it?</li><li>• Balancing your course load.</li><li>• Time management and you.</li></ul>	<ul style="list-style-type: none"><li>• Your GPA, and getting out of academic probation.</li><li>• How to effectively speak with your instructor during office hours.</li><li>• Tips to selecting a balanced course load for next semester.</li></ul>	<ul style="list-style-type: none"><li>• Professors are people too: Working with your instructor to increase your success at SCC and beyond.</li><li>• The ABCs of GPA: What do all the numbers really mean, are they really that important?</li><li>• Balancing your responsibilities and being a successful college student.</li></ul>

## OPPORTUNITIES AND NEEDS FOR YOUR PROGRAM:

Despite the recent financial challenges the program is facing, the program continues to deliver excellent and comprehensive counseling and support services to students. An innovative solution to the current budget reduction was to seek outside funds to supplement books and academic supplies and the program has successfully received over \$7,000.00 from faculty, staff, administrators and local businesses. These funds are used to purchase books and academic supplies.

A major need of the program is funding. However, the budget projection for the 10-11 academic year is dim. It is believed that the program will be in serious jeopardy if the governor's proposal of allowing district flexibility in its allocation to the program is approved. Our program serves the very low-income and academically underprepared students and if our funds are allowed to be flexible it is believed that the program will suffer an even major catastrophic hit.

The program is relatively new in the community and takes pride in the steady growth of students, the success of students, the support that faculty, staff and administrators provide to EOPS/CARE students and it is devastating to imagine the program being further jeopardized by losing additional funding.

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### **2008-2009**

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## **FINDINGS AND FUTURE DIRECTION:**

The program review provided another opportunity for the EOPS/CARE program to assess the effectiveness of serving and assisting students reach their stated educational goals and objectives. The program is relatively a new program compared to others statewide and has been officially serving students since 2000 and during that time the program grew from 83 to 450 students served in 08-09.

Due to the financial state crisis and drastic budget cuts, the program will serve 250 students during the 09-10 academic year. It is unfortunate that after establishing a strong commitment to outreach into the community we serve and being able to grow substantially the program had to drastically reduced numbers of students served. The drastic budget cuts have negatively impacted the program's ability to grow and to provide access and education to the low-income and academically underprepared students in the community. Notwithstanding, the program will continue to provide comprehensive holistic counseling and retention services to the students it will be able to serve. In addition, the program has made the commitment to continue to provide outreach to the community we serve and inform them on higher education opportunities although the program will unlikely accept many students.

The program has found innovative ways to be able to provide book services to students despite a 39.96% budget cut. The EOPS/CARE program has been very effective in seeking out donations from SCC faculty, staff, administrators and local businesses to purchase books and academic supplies for students. The program has received over \$7,000.00 in such donations which will definitely make an impact in the success of EOPS students. The program is also very well aware that the future for EOPS/CARE is very bleak and is under risk of being placed under the category of being a flexible program in terms of allocation and it is well aware that if this should happen, the program will be in jeopardy of being unable to provide access and education to the low-income and academically underprepared student.

Currently, the program has reduced numbers of students served from 450 to 250, lost two 19 hour counseling assistant positions and lost the ability to provide a comprehensive book voucher program. The program is adjusting to these drastic cuts and will continue to provide comprehensive services to students while attempting to find additional funds for EOPS/CARE students.

Due to the continuous analysis from the data collected through research the program has reassessed the stated SLO and the analysis of such. One major recommendation is that the program needs to be more effective in collecting SLO assessments in a timely manner. Collecting the assessments in a timely manner will give the program a more current and realistic analysis of the SLOs. The program was aware that the initial development of the SLOs was too ambitious and as a result re-created SLOs that more accurately reflect the program goals and objectives.

The faculty of EOPS developed an EOPS/CARE non-compliance academic rubric to more accurately assess the issue of students who do not comply with their responsibilities as a student.

Consequence(s)	Academic Scenario	Academic Scenario	Academic Scenario	Academic Scenario	Academic Scenario	Academic Scenario
<b>Drop student from EOPS</b>	Misses mandatory counseling appointments.	Withdraws from EOPS w/out communicating with a counselor.	Does not attend Early Scheduling	Reinstated student does not comply with A/C.	A/C student does not comply with EOPS A/C.	Does not submit Progress Report.
<b>Student submits a Reinstatement Appeals Application</b>	Misses mandatory counseling appointments.	Withdraws from EOPS w/out communicating with a counselor.	Does not attend Early Scheduling.	A/C student does not comply with EOPS A/C.	Does not submit Progress Report.	
<b>Place student on Academic Contract</b>	Semester or cumulative GPA falls below a 2.0.	Enrolls in less than 12 units without a counselor's approval.	Drops course(s) without a counselor's approval.	Does not submit Progress Report on time. (1 <sup>st</sup> -Ok E.S. deny BV) (2 <sup>nd</sup> Drop from EOPS)		
<b>Deny Book Voucher</b>	Semester or cumulative GPA falls below a 2.0	Enrolls in less than 12 units without a counselor's approval	Drops course(s) without a counselor's approval.	Does not adhere to counselor's approved course program.	Does not submit Progress Report on time. (1 <sup>st</sup> -Ok E.S. deny BV) (2 <sup>nd</sup> Drop from EOPS)	
<b>Approve Book Loan (at counselor's discretion)</b>	Semester or cumulative GPA falls below a 2.0	Enrolls in less than 12 units without a counselor's approval	Drops course(s) without a counselor's approval.	Does not enroll during priority registration.		

The future direction of the program is uncertain due to the current state budget. However, the program will continue to provide excellent and comprehensive counseling and support services to students.

A major concern is funding and the program is hoping to receive the college support to continue to provide services to the community it serves.

EOPS/CARE programs are in dire need of computers. The current technology that staff has is outdated and slow as a result the day-to-day work is not as efficient as it could be. The program is lacking staff (two part-time counseling assistants were laid off as of August 2009).