Ohlone College
Program Review Report

- Program Description and Scope:
  1. Program Review Title: EOPS
  3. Review Type: Student Services Program Review - Directors
  4. Program/Departments: EOPS (64300)
  5. Authority Code: 82-Director, EOPS, CARE, Calworks
  6. External Regulations: Yes X No

Describe:
The California Education Code, Article 8, Section 69640 states:
It is the intent of the Legislature that the California community colleges recognize the need and accept the responsibility for extending the opportunities for community college education to all who may profit there from regardless of economic, social, and educational status. It is the intent and purpose of the Legislature in establishing the Community College Extended Opportunity Programs and Services (EOPS) to encourage local community colleges to establish and implement programs directed to identifying those students affected by language, social, and economic handicaps, to increase the number of eligible EOPS students served, and to assist those students to achieve their educational objective and goals, including, but not limited to, obtaining job skills, occupational certificates, or associate degrees, and transferring to four-year institutions.

7. Provide a brief narrative that describes the services provided.
The EOPS program assists students with economic, linguistic and educational challenges to succeed in higher education and successfully prepare for careers.

EOPS received over $220K in state funding and is supplemented with nearly $75K from the Ohlone General Fund. In order to remain eligible for the state funding, EOPS students are required to participate in mandated services.

EOPS students are BOG Fee Waiver eligible students who have remedial education or basic educational skills needs and/or meet other educationally disadvantaged criteria. EOPS is mandated by the state to supplement regular campus services by providing outreach, recruitment and enrollment services, retention and
academic success services and transitional services “above and beyond” what the college provides. EOPS also provides additional support services to single parents receiving public assistance through the CARE program.

Our staff includes:

a. One Director
b. One EOPS/CARE Coordinator
c. One Counselor
d. One Student Services Assistant

8. Describe how the program specifically serves students, faculty and staff.

Students:

We currently have 193 EOPS students in our program, who must adhere to state mandated requirements. Services include:

**EOPS Priority Registration** offers EOPS students the opportunity to register for classes earlier than the general student population. This service usually allows students to enroll in the classes they want before they fill up. Continuing EOPS students must be enrolled in 9 units for the following semester no later than the last day of the current term as part of the criteria to remain eligible for a book grant.

**EOPS Book Grant** provides EOPS students with financial support currently in the form of an EOPS Book Grant. Students can use the EOPS Book Grant towards the purchase of their textbooks and other educational supplies. Information will be given at the EOPS Orientation about when and where Book Grants can be picked up each semester.

**EOPS Spring Grants** are available to EOPS students, when funding permits.

**EOPS Counseling provides the following services to EOPS students:**

- Advisement on Academic/Vocational Goals
- Individualized Student Education Plan (SEP)
- Personal Development
- Transfer Assistance
- Time Management
- Vocational Counseling
• Personal Counseling

EOPS Special Topic Workshops (when available)

• Writing the Personal Statement
• Life Skills
• Self-Defense for the Mind
• Students Teaching Students

EOPS Transfer Waivers

• Transfer Process Assistance & Fee Waivers
• Students receive assistance with completing college applications, writing personal statements, and applying for fee waivers.
• EOPS students are eligible to receive waivers from the CSU & UC systems. Students may use the waivers to apply to Four (4) UC schools and Six (6) CSU schools.

Peer Advisor Program

The Peer Advisor Program is comprised of seasoned EOPS students, who mentor fellow EOPS students by providing support, encouragement, and other non-academic advising services.

The Annual EOPS Awards Ceremony

The ceremony was designed to celebrate, honor, and recognize students, who achieved their academic goal(s).

Staff:

• EOPS students are closely connected to faculty and staff and often collaborate in various EOPS-related functions and activities.
• Administrators provide workshops for students on a myriad of topics.

9. Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?

• All EOPS students are closely monitored by the EOPS staff. They are required to attend an orientation each semester, and meet with their counselor, no less than 3 times per semester. All contacts are tracked on Filemaker Pro and SARS GRID.
To enhance student retention, the EOPS Progress Report is an early detection and intervention method to increase persistence and success. Students can submit these forms to their instructors and then request a Progress Report Contact with their EOPS counselor to discuss the results.

10. Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.

These are our 2011-2012 final statistics:

- Number of Students Served: 192
- Number of students graduated: 36
- Number of students Transferred: 38
- Number of students with Honors: 10
- Number of students with Highest Honors: 14
- Number of students with Certificates: 6
- Number of grants given: 254 (both semesters)
- Number of book vouchers given: n/a
- Total amount of book grants Fall 2011: $29,475
- Total amount of book grants Spring 2012: $28,825

11. Discuss the impact of the program on the community and the impact of the community on the program.

Given the completion and transfer rates of EOPS students. They have a stronger propensity for success in obtaining employment in their chosen fields of study.

- **College Mission**

  1. **Mission Statement**

     The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

  2. **Vision Statement**

     Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

  3. **Core Values, Goals & Objectives:**

     - **College Core Values**

     - We provide life-long learning opportunities for students, college personnel and the community.
     - We open access to higher education and actively reach out to
under-served populations.
- We promote diversity and inclusiveness.
- We maintain high standards in our constant pursuit of excellence.
- We value trust, respect and integrity.
- We promote team work and open communication.
- We practice innovation and actively encourage risk-taking and entrepreneurship.
- We demonstrate stewardship for our human, financial, physical and environmental resources.

**College Goals/Objectives**

1. Through innovative programs and services, improve student learning and achievement.
   
   8. By 2015, increase the number of students taking 12.0 units or more per semester to a rate of 30% compared to headcount enrollment.

6. Enhance college-wide interaction with, and acceptance of, diverse peoples, cultures, arts, and perspectives.
   
   3. By 2015, increase the number of extracurricular opportunities, i.e., events, programs and/or clubs, for learning about cultures other than one's own for faculty, staff and students.

7. Increase access to higher education of under-served and under-represented demographic groups in the District and local communities.
   
   1. By 2013, increase the enrollment of under-represented groups to approximate the demographic percentages of the district population.
   2. Annually increase retention and success rates of under-served demographic groups.

4. Briefly describe how the program supports the college mission, vision selected college values.

- EOPS supports the college in meeting all the components of its mission.
- Since EOPS students are educationally disadvantaged, we will insure that the necessary basic skills courses meet their needs.
- EOPS students have direct access to university transfer, economic development and personal enrichment opportunities through counseling appointments and interaction with program staff.
5. Briefly describe how the program supports selected college goals.

**Goal 1:**
It is crucial that students are tracked with innovative software that allows easy access to the "vital statistics" of students.

**Goal 6:**
Students have individual and group opportunites to work with staff, faculty and even ASOC, in direct correlation to their academic goals.

**Goal 7:**
While we support this goal, due to the increasing personnel costs of the program, we are unable to do outreach within the college nor the community. Impacted budgets continue to reduce our ability to provide such services.

6. Briefly describe how the program supports selected college objectives.

Goal 1/Obj. 1
CARE is using counselors and peer advisors to ensure that more students are taking 12+ units, per term.

Goal 6/Obj. 3
CARE events and activities do allow them the opportunity to learn about other cultures. Their participation in student-led workshops confirms this.

Goal 7/Objs. 1&2:
While we support this goal, due to the increasing personnel costs of the program, we are unable to do outreach within the college nor the community.

Impacted budgets continue to reduce our ability to provide such services, to the point we are having to consider fundraising opportunities.

- **Program SLOs & Assessment**
1. **Student Services SLO -**

Students will develop personal responsibility for their academic goals, with the skills learned with program resources and academic counseling.

a. **List Activities/Action Plan.**

EOPS students will confirm that the EOPS counseling services have helped to reach academic goals.

b. **Indicate your planned method of assessment.**

A survey will be conducted at the end of the Spring 2013 term, to allow students to rate the EOPS counseling program.

c. **Enter assessment results and analyze student success in achieving this SLO.**

In progress

d. **Future Action**

**Student/Program Achievement**

1. **List area-specific outcomes.**

   - Success will be defined as 85% or higher positive ratings from submitted EOPS Surveys confirming that EOPS Counseling has increased their academic confidence and given clarity of academic goals

2. **Identify internal and/or external benchmarks and regulations.**

   Survey results will be used each year to create ideas for increasing the number of EOPS students who confirm that the following activities increased their academic confidence and given clarity of academic goals:

   - EOPS Counseling
   - EOPS Services
   - EOPS Supplemental Support

3. **Enter assessment results for area-specific outcomes and analyze**
trends.

In progress

4. Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.

- Due to the increasing personnel costs of the program, we are unable to provide all of the vital services we offered in the past.

- We have received no increase in allocation for at least three years.

- While we are utilizing our budget at maximum capacity, we are functioning in a deficit and will be providing a significantly smaller amount of book grants.

5. Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.

Since we have received no increase in allocation for at least three years, we remain understaffed and limited in the services that we can provide.

We have supplemented this deficit by partnering with ASOC and staff to help provide some of the services.

The EOPS counselor uses a software program called Inspiration in his counseling appointments. Inspiration is used for visual mapping, outlining, writing and a thinking and learning tool. The counselor uses dual screens and shows students how to brainstorm ideas, structure thoughts and visually communicate concepts to strengthen understanding regarding the Student Educational Plan.

6. Describe any additional notable program achievements (optional).

7. Additional Program Table Data

8. Future Action

Current level of focus maintained. Describe.

- Program Analysis

   After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program
improvement objectives (PIOs), analyze the data and any identified trends, and summarize your findings. Use these data and trends to prioritize, revise, or develop new PIOs

1. Describe program achievements and successes.

The EOPS program at Ohlone College continues to provide leading and cutting edge academic and support services that will ultimately lead students to self-sufficiency, self-efficacy, and self-development. EOP&S deliberately, intentionally, and meticulously creates programs that inform, expose, and guide students in receiving a rich, quality, and engaging learning experience.

Academic Advising

In spite never “gaining back” the loss of one FT counselor, the EOPS Counselor continues to provide quality, efficient, and effective services, using innovative methods as a tool to lead students to success.

Supplemental Math and English Tutoring

The tutoring program has proven to be an invaluable service. The tutors provided supplemental instruction on a basic to intermediate level. However, this program has been suspended due to budget cuts.

2. According to the evidence, what are the areas needing improvement?

- Continue to provide required and desired activities for our students, in spite of drastic cuts.
- Provide services at a fraction of the usual cost
- Reduce the financial assistance we normally provide
- Develop a more streamline process for service delivery

Program Improvement Objectives:

1. Objective:

In order to be in concert with other Student Services departments, and to have streamlined record access, EOPS student records will be converted to Colleague.

a. Action Plan
Year 1:

i. Work with IT in transitioning files

ii. Provide IT with appropriate information
iii. Testing Date from IT

iv. Conversion to Production

b. Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

Moving from a stand-alone system, to the College's integrated database is a better fit. The college IT staff can now support us.

2. PIO Assessment
   a. Enter assessment results with analysis.

      In progress

   b. Describe how PIO achieved one or more of the college goals and objectives, had an impact beyond the particular department, and contributed to student success/learning.

      In progress

   c. Analyze the impact of reallocation or addition of resources. If money or resource was not used, give rationale.

      In progress

   d. Future Action

• Outside Review Results 05/16/2012
  1. List each team members name and title.

     Ron Travenick, VPSS

  2. Discuss key feedback provided by team and how it was incorporated into the report.
N/A

- Attached Files