2018-19 EOPS/CARE/CalWORKS Annual Program Plan

I.A.   Program Profile: Purpose
Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

Narrative
The purpose of Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE) and California Work Opportunities and Responsibility to Kids (CalWORKs) is to provide students from educationally and economically disadvantaged backgrounds with access to higher education.

The goal of EOPS/CARE and CalWORKs is to increase enrollment, retention and transfer-readiness, and to facilitate the successful completion of students' academic, personal, and careers goals.

I.B.   Program Planning Team

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

Narrative

- Melanie Espinueva+Aure, EOPS Counselor/Faculty Coordinator
- Linda Allen, Interim EOPS/CARE and CalWORKs Program Services Coordinator
- Imelda Hermosillo, EOPS and CalWORKs Counselor
- Suzanne Poma, EOPS Counselor
- Cynthia Haro, Adjunct EOPS/CARE and CalWORKs Counselor
- Guillermo Alonzo, Temp Office Assistant II
- Martha Santos, Student Assistant
- Amante Jones, Student Ambassador
- Cassandra Gutierrez, Student Ambassador
- Veljanae Bradford, Student Ambassador

II.A.   **Analysis: Progress on Prior Program Objectives (Goals) and Activities**
Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

Narrative
Progress made on previously established program objectives

Goal #1: Be a model EOPS/CARE and CalWORKS Program across the state

Objectives –

Training and Professional Development - The EOPS/CARE and CalWORKS counselor/coordinator and program services coordinator attend state level and regional training meetings to stay informed of current legislation and guidelines. The Program Services Coordinator participated in a Student Equity Division training. Four staff/faculty members are currently pursuing post graduate degrees to further their professional development in student services. Office assistant and counselors have attended various student service and counselor trainings and FLEX days to stay abreast of best practices within the field of counseling and student services.

Counselors attend bi-monthly Division trainings. Staff meetings occur on a monthly basis. Staff are also involved with student service committees such as leadership, explorers counseling, and promise scholars counseling and integration meetings.

Student Tracking: The current procedures are viable and effective. The EOPS Staff and faculty, including the Office Assistant, Counselors and Coordinators, work to ensure timely and accurate reporting for a myriad of program implementation tasks/functions.

Key tasks include:

- Data entry for MIS term reporting
- Preparation for internal audits of student files to ensure compliance with Title 5 regulations.
- Student participation monitoring
- Ongoing counseling appointment attendance
- Track student persistence from term to term
- Ensure that CalWORKS students maintain good standing with their county office liaison.

Evaluation, Assessment and Development: Faculty and staff regularly review and discuss how to streamline the delivery of services. The

Counselor/Coordinator meets regularly with the staff from PRIE to review EOPS student persistence, retention and success rates. Goals, objectives and progress implementation are discussed in bi-monthly team meetings. A program retreat is planned for the upcoming year.

Goal #2: Increase number of unduplicated EOPS/CARE and CalWORKS served by 5% each year.

Objectives -

Outreach: To increase visibility at Skyline College and the larger community, program staff and student ambassadors collaborated with other student services programs throughout the year, for example the Career Center, Transfer Center and ASSC, to promote an EOPS presence at on-campus events. This increased presence provided information to a wider audience of potential EOPS students.

Student Ambassadors conducted a series of informational classroom visits to tell students how to join EOPS in basic skills and ESOL courses. Program staff intend to continue classroom visits in upcoming semesters.

EOPS collaborated with the team of Student Equity Programs - Guardian Scholars, DRC, Veterans - to launch the "Lunch and Learn" workshops. Open to all Skyline students, the workshop topics focused on building student success skills.

Partnerships with campus faculty, staff, programs and departments are strong. Since the program inception, EOPS has been an integral part of the campus community. With the implementation of the College Re-Design and Promise Scholars, EOPS is redefining the way the program interfaces with instructional programs.

The development of marketing materials will be determined in the next budget cycle.

Recruitment: The program staff refined the tracking and follow-up procedures resulting in a more effective system to monitor applications and service participation in services. Staff also redesigned the system for collaboration with the Office of Financial Aid and the College Bookstore to efficiently prepare and deliver student financial services and the acquisition of required textbooks.

To develop a strong referral process for on-campus and off-campus partners, EOPS will meet with stakeholders to discuss how best to partner in support of students. EOPS will connect with local high schools, adult schools and key community organizations.

A diverse delivery format of program orientation meets the needs of students' schedules and preferences. Online, in-person and one-on-one orientations are available.

The EOPS, EOPS/CARE, CalWORKs office receives regular ARGOS reports from Financial Aid of potentially eligible program students based on BOGG A/B/C eligibility. EOPS/CARE/CalWORKs coordinators then send an outreach email to students with intentional recruitment messaging inviting students to apply.

Retention: The continuous process of building and re-creating a sense of community is the underpinning of EOPS values and practice. Students are attracted to the program for the many services and learn, during their program participation, to build student success strategies, develop networks, and achieve their goals within a context of support, interdependence and a commitment to self-care and grit.

EOPS continues to deliver high-quality, wrap-around and over-and-above support services to students. Identified as the "gold-standard" of best practices since the program inception, EOPS staff is discussing the implementation of a case management model for students. One of the intended outcomes of this model will be the development of a referral and intervention procedure system for students experiencing challenges that may negatively affect their retention and goal completion.

MIS data reported the following unduplicated count of student's served:

Fall 2017 = 305	Spring 2018 = 413
Fall 2018 = 325	Spring 2019 = 389

Counseling appointment availability remains at the past 9 year level due to fiscal realities. The program plans to increase the numbers of students by 5% each year. This success of this goal will require the addition of an additional counselor as the program looks to integrate further with the Promise Scholars Program.

EOPS staff have obtained computer cameras and software to implement video counseling. Training is ongoing.

II.B. **Analysis: Program Environment**

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

Narrative
External Changes

1. ***Meta-majors counseling and explorers counseling.***

    New practices within the Counseling Division, as part of the campus re-design, such as meta majors counseling and explorers program do not initially consider students within EOPS and the requirement for dedicated counseling within EOPS. If students are to participate in both EOPS and meta majors - there is possibility of counseling fatigue. EOPS counselors might need to consider incorporating meta majors/explorers training or integrating so that students do not experience counseling fatigue.

2. ***Integration of Promise Scholars Program and EOPS.***

    EOPS will continue working on a way to identify how to integrate with Promise Scholars Program so that there is not competition of recruitment nor diminishing of program relevancy if student populations are similar.

3. ***Potential drop of CARE/CalWORKs numbers District-wide(current)***

    There is a trend across all district campuses of decreased EOPS/CARE and CalWORKs numbers – primarily due to eligible families moving out of county due to increased cost of living. Although the benefits are available in the county, the support still does not meet the need of families. We expect this downward trend to continue in the upcoming year.

4. ***E-counseling***

    EOPS will be one of the student services programs piloting e-counseling in the form of video conferencing with students for virtual appointments. This will provide more accessibility for students, especially our parent-students, to meet for counseling needs and requirements. EOPS staff/faculty will undergo ongoing training.

5. ***Statewide changes to EOPS Requirements***

    There are proposed changes to EOPS requirements from CCCCO. If implemented the counseling requirements for our program may increase our capacity to serve more students. However, there is possibility that some students will not complete all counseling appointments as previously practiced. This will require strategic planning for how the program will implement the changes locally.

Internal Changes

1.   Staff changes:

EOPS, EOPS-CARE, and CalWORKs has experienced a number of staff changes and instability over the past year such as:

EOPS/CARE and CalWORKs Program Services Coordinator (PSC)
At the beginning of Spring 2019, the EOPS/CARE and CalWORKs Program Services Coordinator position was vacated – a position that provides major support for all three programs – leading to an interim coordinator. The search for a new permanent PSC is underway.

EOPS Student Ambassadors
Three of four student ambassadors will be transferring which calls for the need to hire more student ambassadors before end of Summer 2019.

Shared Counselors
A search is underway for a shared EOPS/TRiO/Promise counselor to take on a caseload of 100 shared students among the three programs.

EOPS Grad Tutor
A new EOPS Grad Tutor was hired at the beginning of Spring 2019. The previous grad tutor obtained a permanent position in a different department.

2.   Program Changes

The following internal program changes are currently being planned to take effect in Fall 2018:

Counseling approach
The EOPS, EOPS/CARE, and CalWORKs team has discussed the desire to move towards a caseload approach in working with students. The details of capacity and how caseloads will be determined are currently being discussed and will be planned further over the summer months.

Student Ambassadors
EOPS student ambassadors will be taking on more programmatic lead roles such as classroom presentations, orientation facilitation, event planning, front desk support, as well as undergoing student leadership trainings. A student ambassador retreat is planned for Summer 2019.

II.C.   Analysis: Student Learning Outcomes (SLOs and PSLOs)
(1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
(2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

Narrative
Active PSLO (Fall 2018-Spring 2019):

PSLO: Educational Goal Achievement

20% of EOPS/CARE students will complete the requirements/graduate with a Certificate or Associate Degree within 3 years.

Method of measurement: manual tracking - current year completion of active EOPS students (based on MIS data) from three full academic years prior.

The MIS data of active EOPS students dating back to Fall 2015 was utilized to identify how many EOPS students were completing certificates or degrees in the current academic year. It was determined that during the current academic year, 136 EOPS student completed either a certifcate and/or degree: 30 EOPS students earned 37 certificates, and 109 EOPS students earned 172 AA/AS/ADT degrees.

PSLO: Transfer Eligibility Acceptance

20% of EOPS/CARE students who specify the goal to transfer to a four-year institution will transfer within 3 years.

The data for this PSLO is not readily accessible as transfer rates of students are self-reported. EOPS will work to build a manual tracking system as well as collaborate with the Transfer Center and PRIE to develop a method to better track this data.

III.A. Reflection: Considering Key Findings

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

Narrative
Key Findings/Conclusions

Progress Achieved:

The EOPS team has done well to work toward being a model EOPS, EOPS/CARE, and CalWORKs program. The staff and faculty regularly attend regional meetings and statewide trainings, participate in various professional development activities on and off campus, and work collaboratively with other student services and community agencies to identify best practices in serving EOPS/CARE/CalWORKs students. The team is constantly working to track and maintain student records (contract requirements, student data, student files and county records) for program efficiency and identification of student support needs. Bi-weekly meetings allow for team discussions revolving around program updates, concerns, and action plans for improved program effectiveness and service provision.

Improved outreach, recruitment, and retention efforts have allowed our program to reach its goal of growing by 5%. Great impact in recruitment efforts was reached by collaborating with Financial Aid and being intentional with outreach messaging to eligible students. Outreach and recruitment efforts are underway for the upcoming academic year.

Program Environment:

EOPS/CARE/CalWORKs has been impacted by many external and internal changes within the current academic year – from county-wide trends to campus-wide and division-wide initiatives to internal program initiatives. These changes have had and/or will have implications for EOPS recruitment and retention efforts, and will require more staff/faculty stability along with ongoing staff/faculty professional development. Many internal changes will allow for further program development and student accessibility as EOPS/CARE/CalWORKs focuses on being more student-ready (via e-counseling, student ambassador leadership, etc.) in efforts to continue the program's over-and-above service provision and impact the institution's efforts of supporting students to Get In, Get Through, and Get Out on time.

PSLOs:

EOPS/CARE/CalWORKs are currently meeting the active PSLO of having 80% of students maintain a GPA of 2.0 or higher and having a course completion rate of 67% or higher. The program will track course completion rate manually in

hopes that a report for this data will be available through PRIE in the future. It was identified that EOPS/CARE/CalWORKs should be more intentional in providing academic support in the form of dedicated tutoring, mid-semester counseling, resource referral, supply and dedicated group study space, especially to Black-Non-Hispanic and Pacific Islander EOPS students in efforts to increase student term success and retention rates.

III.B. Reflection: ISLOs

If your program participated in assessment of ISLOs this year:
(1) What are the findings and/or conclusions drawn?
(2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

Narrative
EOPS, EOPS-CARE, and CalWORKs programs did not participate in assessment of ISLOs this year.

IV.A. Strategy for Program Enhancement: Continuation/Modification

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

Narrative

EOPS/CARE will continue implementing the strategy set in the last CPR with goals of being a model EOPS/CARE/CalWORKs program that is student-ready, and work on steady growth of 5% each year. EOPS/CARE/CalWORKs will continue collaborative efforts with campus and community resources and identify strategies to efficiently support student success.

CalWORKs modification - increase focus of career development services/referrals: The CalWORKs coordinator and counselor will work with Skyline College resources, community and county agencies to secure more career readiness opportunities. Opportunities can include job search assistance, resume and cover letter review, information informational interviews and job shadowing. Administrative support in coordination efforts between Skyline College Career Center, SparkPoint, Workforce Development and CalWORKS.

IV.B. **Strategy for Program Enhancement: Action Plan and Resource Requests**
Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.
(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals. Need help? Contact the PRIE Office for further instructions.

Narrative