

2020 Student Services Program Reviews



CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

STEP 1: Annual Updates

2020-2021

1. Major Accomplishments & Challenges (500 Word Limit): ACCOMPLISHMENTS:

In 2019-20 EOPS served 355 (unduplicated). In addition to the book voucher (\$90,795), we provided a food voucher for the fall semester only (\$20,319), transportation assistance (\$39,146). Due to the need we were able to awarded summer book grants (\$5,800) and graduation grants (\$8,167).

EOPS Statewide celebrated our 50th Anniversary. We shared this historic event with our Advisory Board on November 14, 2019.

In fall 2019, we were approved to add an adjunct counselor 17 hours per week and a full-time counselor readjusted his time to make available 8 hours per week to EOPS students.

In March 2020, we applied through the Pinpoint Foundation for funds to support our Foster Youth students. We were awarded a \$12,000 unrestricted grant to directly support Foster Youth students in 2020-21.

In May, we applied to the SMCCCD Equal Employment Opportunity Committee and was awarded \$4,000 to create EOPS videos to use for purposed of outreach, recruitment and orientations. We will be working on this project in 2020-21.

This year our EOPS/CARE/FYSI End of the Year Celebration was on July 2, 2020. Due to the pandemic, it was later than originally planned. However, we created a virtual event that highlighted and recognized our graduating and transferring students with student speakers, student awards, faculty recognitions, and a celebration of the EOPS 50th Anniversary.

CHALLENGES:

There were various challenges in assisting students on how they can stay connected while learning remotely. Faculty and staff were on a fast track to learn how we can work in this virtual environment and not loose students. Over the summer, we worked tirelessly to make sure we would be ready for the start of the fall semester.

With the elimination of our adjunct counseling position (at 17 hours per week), this has limited the number of student appointments we have available. Counselors are booked 3 weeks out. Although our full-time EOPS Counselor position was approved to hire in 2020-21, it was pulled due to the lack of funding. This position is critical in moving forward so that EOPS can continue to expand on programing/services.

Due to the pandemic, statewide EOPS programs are looking at a cut in student enrollment and we are no exception. Because we serve high need students, working remotely only puts more on a strain on faculty and staff to make sure we are doing the best we can during these tempestuous times. Losing our adjunct position and not filling the full-time position, limits the program growth during this time when we need to expand and grow and thereby keeping in line with our mission of providing "over and above" what the College provides as mandated in Title 5.

Through our Annual EOPS Program Plan, this is the fourth year that we have had to request a waiver from the State Chancellor's Office to not provide EOPS tutoring services. Although it is a high demand from our students, we have not been able to provide them with the additional tutoring hours needed. This is a challenge that we will need to continue to work on in collaboration with the Learning Center. Much work still needs to be done to address this much-needed support.

2. Proposed Changes: We have worked diligently over the summer and into this semester to make accommodations for working virtually. Here are some of the items we have been working on to start the fall 2020 semester, many are ongoing projects:

- The online EOPS application is now a Districtwide application and is aligned with our sister campuses. We continue to make modifications as needed.
- Convert the EOPS new and continuing student orientations to all online. The new student orientation is on Comevo and the continuing student one is on our EOPS Canvas site. This will need to be updated and improved for spring 2021.
- We offer zoom EOPS drop-in hours where staff and counselors are available to meet with students. This is essential during this time to make sure student feel connected.
- We converted most of our forms paper forms to online (i.e. Mutual Responsibility Contract, sign-up for monthly services, etc.)
- We are creating student e-files that will be accessible through our EOPS SharePoint. Continuing student files are being scanned and uploaded. New student e-files are created once an applicant is approved and has completed an orientation.
- Working with PRIE to identify CCCPG eligible students to invite them to apply for EOPS.
- Since our CARE numbers are also low, we are collaborating with our sister campuses to mount an outreach/recruitment effort with the County Human Services Agency.
- Worked with Promise to create a student self-reporting online Progress Report through SmartSheets that will be used by EOPS, CalWORKs, Promise, TRiO, STEM, ESO and Puente.
- With the approval of the SMCCCD Equal Employment Opportunity Committee funds, we are in the process of creating EOPS videos to use for purposes of outreach, recruitment and orientations.
- The Marketing Department created new logos for our EOPS/CARE/FYSI programs for us to use on our website, recruitment/outreach content and videos.

The following are proposed items/challenges that still need to be addressed:

- We continue to see the high need to have a full-time EOPS Counselor, which is supported by our SAOs responses from students around questions that involve a counseling function. In addition, most of our appointments are one-hour appointments in order to better accommodate and meet the needs of our students. Since students see us as a “one-stop-shop,” when we meet with them we are handling various issues when we meet with them. In addition, our students have a high need and are facing various obstacles with staying in school. If we are not connecting with them in a timely manner we jeopardize losing them. With the elimination of our adjunct counseling position (at 17 hours per week), this has limited the number of student appointments we have available. Counselors are booked 3 weeks out. Although our full-time EOPS Counselor position was approved to hire in 2020-21, it was pulled due to the lack of funding. This position is critical in moving forward so that EOPS can continue to expand on programming/services.
- Building community is also a key component to the EOPS Program. Since we lost our student space in 2011, this has been a challenge. Although we are currently working virtually now and we are building that community through some zoom options and on our Canvas site, once we are back on campus it is critical we have a safe space for our students to connect.

3. Impact of Resource Allocations Process: Impact of Resource Allocations Process: (Describe the impact to date of previously requested new resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?)

Resources Requests Approved:

The resources requests that were approved have allowed us to expand our support to students for laptops, calculators and transportation assistance. The zoom equipment, will be used to offer online counseling once we are back on campus.

The following resources requests were approved over that last four years. These resources have allowed us to continue to support students in these areas.

Approved for 2020-21: Laptops (\$12,933) and calculators (\$1,150)

Approved for 2019-20: Laptops (\$14,376) and zoom equipment for one counselor (\$600)

Approved for 2018-19: Laptops (\$17,296)

Approved for 2017-18: Transportation assistance (\$24,565)

Resource Requests Denied:

As the College expands its services to support students, EOPS needs to continue to evolve in order to be compliant with Title 5's mandate of going “over and above” what the College already provides. This has been a challenge for us with out the following

requests.

Full-Time EOPS Counselor – We have requested this position every year since 2016. Although it was approved for 2020-21, it was then pulled due to budgetary constraints from the pandemic. Losing our adjunct position and not filling the full-time position, limits the program growth during this time when we need to expand and grow and thereby keeping in line with our mission of providing “over and above” what the College provides as mandated in Title 5.

EOPS/CARE/FYSI/CalWORKs Student Study Space – Since 2010 the EOPS/CARE/FYSI/CalWORKs student study area was used as swing space due to remodeling building 5 and the addition of CIETL. When the remodeling was completed that space was not returned to the Programs. The area was used by students to study, EOPS Cub meetings, EOPS/CARE/FYSI/CalWORKs activities, food pantry, computer and printing usage, text book library, etc. The lack of space limits the ability of EOPS to build community and expand on a safe place for students to gather.

EOPS Summer Counseling Hours - There have been a few summers where we were not able to support our continuing EOPS students taking summer classes because we did not have counseling availability. We are unable to provide students with a book voucher over the summer if we do not have counseling. Therefore, there were several students who did not take classes over the summer because they were not able to receive EOPS assistance.

EOPS Staff Professional Development – EOPS has an annual statewide conference that brings together best practices and CCCC updates. Since Classified Professional Development does not allow classified to apply for funds if they have attended a conference before, the burden of paying for these expenses falls on the EOPS budget. The funds that go towards direct services to students are redirected to pay for these expenses. Therefore, it lowers the amount that goes to serve students.

4. SAOs and SLOs: We updated our Exit Interview/Survey and created a new End of the Semester Survey. Both surveys were sent to students via Canvas and emailed in May 2020. Since SIP was in effect at the time we included questions that pertained to services and challenges they were facing at that time. In the documents section of Improve, you can a document that lists the questions for both surveys. In addition, you may also reference the online forms via the links below.

https://smccd-czqfp.formstack.com/forms/caneops_exit_form_copy_1

https://smccd-czqfp.formstack.com/forms/eops_end_of_the_semester_survey_2020

5. SAO/SLO Assessment Results and Impact: The surveys provided us with important insights as to what the students value about the EOPS Program and some suggestions for improvement. They both highlight the importance of counseling functions, which supports our proposal for a full-time counselor.

The Exit Survey for Spring 2020:

- 22 students completed the Exit Survey.
- Why they were exiting EOPS:
 - o 14 (63%) students were transferring to a 4-year university
 - o 1 (4%) student was graduating and going into the workforce.
 - o 6 (27%) had more than 70+ units but will continue at Cañada in the fall.
- Students rated the following EOPS/CARE services:
 - o Academic Counseling/Advising
 - ? 20 (90%) indicated that it was Extremely Helpful
 - ? 1 (4%) indicated that it was Helpful
 - ? 1 (4%) indicated that it was Moderately Helpful
 - ? 0 Not Helpful/No Opinion
 - o Book Vouchers
 - ? 21 (95%) indicated that it was Extremely Helpful
 - ? 1 (4%) indicated that it was Helpful
 - ? 0 Moderately Helpful
 - ? 0 Not Helpful/No Opinion
 - o Transportation Assistance
 - ? 13 (59%) indicated that it was Extremely Helpful
 - ? 2 (9%) indicated that it was Helpful
 - ? 0 Moderately Helpful
 - ? 7 (32%) indicated that they had No Opinion
 - o New Semester School Supplies
 - ? 15 (68%) indicated that it was Extremely Helpful

- ? 1 (4%) indicated that it was Helpful
 - ? 4 (18%) indicated that it was Moderately Helpful
 - ? 2 (9%) indicated that they had No Opinion
 - o Progress Report Check-in
 - ? 17 (77%) indicated that it was Extremely Helpful
 - ? 2 (9%) indicated that it was Helpful
 - ? 3 (13%) indicated that it was Moderately Helpful
 - ? 0 Not Helpful/No Opinion
 - o Orientation
 - ? 15 (68%) indicated that it was Extremely Helpful
 - ? 2 (9%) indicated that it was Helpful
 - ? 5 (23%) indicated that it was Moderately Helpful
 - ? 0 Not Helpful/No Opinion
 - o Counseling appointment availability
 - ? 18 (82%) indicated that it was Extremely Helpful
 - ? 1 (4%) indicated that it was Helpful
 - ? 3 (13%) indicated that it was Moderately Helpful
 - ? 0 Not Helpful/No Opinion
 - o Canvas
 - ? 16 (72%) indicated that it was Extremely Helpful
 - ? 1 (4%) indicated that it was Helpful
 - ? 3 (13%) indicated that it was Moderately Helpful
 - ? 2 (9%) indicated that they had No Opinion
 - Since Shelter In Place (SIP) which services within EOPS was the most useful and accessible? (Students could select multiple services.)
 - o 16 (72%) - Working with an EOPS Counselor
 - o 8 (36%) - Working with the EOPS Staff
 - o 4 (18%) - Academic/Educational Counseling
 - o 6 (27%) - Personal Counseling
 - o 5 (22%) - Major and/or Career Guidance
 - o 7 (31%) - Book Voucher
 - o 12 (55%) - Food Voucher
 - o 3 (14%) - Transportation Assistance
 - o 7 (31%) - Financial Aid Assistance
 - o 10 (45%) - Priority Registration
 - o 7 (31%) - Educational Equipment Loans: laptops, calculators, pulse pens & notebooks
 - o 4 (18%) - School Supplies
 - o 4 (18%) - PTK Membership Fees
 - o 0 - Other:
 - Since Shelter In Place (SIP) what technical challenges have you faced in order to stay connected to your remote learning?
 - o 5 (33%) - Computer/laptop/tablet accessibility
 - o 8 (36%) - Internet connection
 - o 2 (9%) - Cellular data
 - o 10 (45%) - Home/Family situation (including taking care of children, a family member, etc.)
 - o 6 (27%) - Work hours increased as an essential worker
 - o 9 (41%) - Unemployment
 - o 6 (27%) - Mental Health Issues
 - o 0 - Other:
 - Do you feel you obtained support from our staff?
 - o 100% Yes
 - o 0% No
 - What advice would you give a New EOPS student at Cañada College? For an example: what is the most important thing you wished someone told you when you started at Cañada College?
- Always ask for help and ask questions. You're not alone. EOPS is a big family, community that they are there to help not just with school but on a personal level as well. They want your wellbeing. Always check your emails very important. Getting to know the EOPS staff and accepting all and any help that is offered. EOPS is there to help so asking for it is very important.

I don't have any advice. I just want to say thank you!

Get information

Use all the resources

I believe one of the most important things I wish someone would have told me when I first started Cañada was to take at least one of the hardest classes along with two or more easy ones that way you don't leave all the difficult classes for the final semester.

EOPS is more than just money. EOPS guiding me through my educational path.

I wish someone would have educated me on all the programs that EOPS has to offer because I did not know about EOPS until a year into my college education and I was struggling with getting to school and paying for books and food while being a single mom and working full time. So, I wish I knew it existed sooner.

EOPS is an important program in which students can obtain support to achieve their academic goals. We are not alone, we have excellent support to encourage ourselves to pursue our dreams.

I wished I was given a list of ALL the resources at Cañada. Financial and academically.

About the paperwork when it's the time of transferring, I'm dealing with the financial aid form especial now when the campus is closed. Prepare Immigrant or AB540 students be more familiar with the process of transferring specially the cost of University.

Make sure to use the resources and take advantage of the opportunities offered to students as soon as you can. Don't wait.

One advice I would love to give to new EOPS students is to not be afraid or hesitate to seek help when need it. Counselors and staff are always available and willing to help with any questions or concerns.

Take advantage of all the resources the school offers, not only EOPS.

EOPS is a great program, it helps take off a financial burden from your shoulders (at least in my case). The book and food vouchers were the reason I got by, otherwise, it would have been much more difficult, nearly impossible. Something that I wish someone would have told me "Join clubs and make lots of friends"

Make sure to double check the classes you are taking and make sure Cañada offers all the classes you need to take for you major. Because I had to substitute three classes in order to get my degree

I would definitely recommend EOPS. It's been a blessing that I got the chance to even enroll in this program. It's been the best thing I have done at Canada college. EOPS has been such a great help financially, academically, and emotionally. I would definitely advise that they take college seriously and stay dedicated. My experience at Canada college has been one of the best experiences and I'm very thankful that I even got the opportunity to complete my degree with the help of this amazing staff!

Please ask for any all and kinds of help. Don't be afraid to ask questions.

Take your grades seriously, try to do as well in your classes as you can and plan your classes carefully

- Please list three words that describes your experience while attending Cañada College (i.e. challenging, resilient, empowering).

Challenging, growth, and empowering

stressful, educational, insightful

Challenging, learning, opportunity.

Support

Achievement

Dreams

Awesome

Knowledgeable

Amazing

Encouragement, community, and hope

Empowering ! Motivating ! Kindness ! United ! Diverse !

Support

Encourage

Resourceful

Empowering

Challenging

Persistence

Community

Support

Motivation

challenging, resilient, wonderful

1. Challenging

2. Welcoming

3. Self-growth

Exciting, motivational, and encouraging

Promising, supporting, uplifting
Informative, challenging and supportive
Welcomed
Eye opening
Challenging but definitely worth it
struggles, uplifting, rewarding
Fun, encouraging, challenging
Challenging, grateful, thankful

END OF THE SEMESTER SURVEY SPRING 2020:

- 50 EOPS student completed the End of the Semester Survey.
- 1. Overall, how was your experience with the EOPS/CARE/FYSI office this semester? (Please select one answer)
 - o 43 (86%) student indicated Very Good
 - o 7 (14%) students indicated Good
 - o 0 Okay
 - o 0 Could be better
- 1a. Do you have any suggestions on how we may improve our services?

17 (34%) students made the following suggestions/comments:

Not really, I thought it was very helpful, maybe allowing the food voucher to be used at the grove

Everything is good

No, I think all is well.

Everything was fine

not at the moment

Single mothers' program

I like everything, I think so EOPS staff have enough information

No, I'm very happy with EOPS program

No, I think EOPS has been a really helpful program to me since we started doing online classes. I always received emails about things going around in college and dropping hours for counseling. I think it was great!

For me it is fine.

So far, the excellent service has covered all my needs. However, I believe that after the results of the survey and according to the current situation we will be able to make suggestions.

Not really, I thought it was very helpful, maybe allowing the food voucher to be used at the grove

so far, I say none you're doing a great job

I can only say thank you, because EOPS staff always help me. I am happy with EOPS

The counseling appointments at times, feel very rushed and can be confusing. Having longer appointments may help students comprehend the requirements they need in order to graduate and will overall help them feel more supported by staff.

No, because you have good service and good help.

I like everything, I think so EOPS staff have enough information

- 2. To improve communication between the EOPS/CARE/FYSI Program and student we send emails and texts, in addition to calling students, to remind them of appointments and forward program announcements. Over the course for the semester, did you find these to be helpful?

o Calls

? 43 (86%) students indicated Yes

? 7 (14%) students indicated No

o Emails

? 46 (92%) students indicated Yes

? 4 (8%) students indicated No

o Texts

? 58 (96%) students indicated Yes

? 2 (4%) students indicated No

o Canvas

? 40 (80%) students indicated Yes

? 10 (20%) students indicated No

o Social Media (Facebook and Instagram)

? 20 (40%) students indicated Yes

? 30 (60%) students indicated No

- o Did you know we had social media pages (Instagram, Facebook)
 - ? 15 (30%) students indicated Yes
 - ? 35 (70%) students indicated No
 - 2a. Do you have any suggestions on how we can improve communication between EOPS/CARE/FYSI and the students?
- 15 (30%) students made the following suggestions/comments:
- Personal email
- I think it's going well!
- nope you guys are doing great
- Extend/add more drop in hours Every time I want to drop in I'm in class or it's always to late
- No, I think emails and phone call are a great way!
- I think communication is pretty good
- For me it is fine
- As far as I'm concerned, communication is fine.
- Use only one form of communication, for me a text message would be better.
- I think it's going well!
- Everything is perfect
- There are many other programs at Canada College that I feel EOPS should have a stronger connection with in order to better assist their students. For example, CWA. I have been in CWA for a year and a half now and each semester I have a difficult time with my ED plan due to the scheduling issues this program has and EOPS doesn't have the right information or what courses they offer. Connecting with different programs staff on campus would be very beneficial to all students and staff in EOPS
- Not, because it was perfect
- No, doing great
- No, doing great
- 3a. The classes you need to reach your educational goal?
 - o 30 (60%) students indicated Very Confident
 - o 14 (28%) students indicated Confident
 - o 6 (12%) students indicated Somewhat Confident
 - o 0 students indicated Not at all confident
 - 3b. The timeline to complete courses
 - o 27 (54%) students indicated Very Confident
 - o 14 (28%) students indicated Confident
 - o 9 (18%) students indicated Somewhat Confident
 - o 0 students indicated Not at all confident
 - 4. After meeting with your EOPS counselor, what have you learned? (check all that apply)
 - o 32 (64%) - How to find resources on campus to help with academic success
 - o 26 (52%) - How to implement new study strategies
 - o 32 (64%) - Understand career goals more clearly
 - o 38 (76%) - How to select appropriate classes to achieve my academic goal(s)
 - o 30 (60%) - Understanding transfer requirements
 - o 16 (32%) - How to implement personal/self-care strategies
 - o 0 - Other:
 - 5. Let us know which of the following services you believe are the most important to you in the EOPS/CARE/FYSI Program. Please consider current and future contacts. (check all that apply)
 - o 45 (90%) - Working with an EOPS Counselor
 - o 31 (62%) - Working with the EOPS Staff
 - o 34 (68%) - EOPS Orientations
 - o 26 (52%) - Group Counseling Sessions/Workshops
 - o 36 (72%) - Academic/Educational Counseling
 - o 35 (70%) - Personal Counseling
 - o 36 (72%) - Major and/or Career Guidance
 - o 47 (94%) - Book Voucher
 - o 38 (76%) - Food Voucher
 - o 38 (76%) - Transportation Assistance
 - o 0 - Financial Aid Assistance
 - o 38 (76%) - Priority Registration
 - o 31 (62%) - Educational Equipment Loans: laptops, calculators, pulse pens & notebooks
 - o 35 (70%) - School Supplies

- o 33 (66%) - CSU & UC Application Fee Waiver
- o 28 (56%) - PTK Membership Fees
- o 24 (48%) - Graduation Regalia
- o 0 - Other

- 6. How easy was it to use your Book Voucher?

- o 42 (84%) students indicated Very Easy
- o 5 (10%) students indicated Easy
- o 1 (2%) student indicated Somewhat Easy
- o 2 (4%) students indicated Not Easy at all

- 6a. Please share your experience in accessing your Book Voucher?

49 (98%) students made the shared the following:

Very good

It was very simple and easy to access

It's s pretty easy and helpful

It's very easy and clear on how to use and when it's activated and ready for use.

Easy to access

Excellent

It was easy for me to use. When I went to the school library it was already under my account so there was no problem with it.

It was easy to use the book voucher, I just needed to get my stuff together so I was eligible.

It was easy for me to use. When I went to the school library it was already under my account so there was no problem with it.

I was able to purchase everything easily with my voucher

Very good

It really easy

Was easy because I was in the library to scan my ID. After that, I got the books I needed it

I just went to the bookstore and they asked me for my College ID, then they asked me if I wanted to buy it or rent it. It was very easy!

Took no time just showed my id

It was easy

Easy

Communicating with Jose Romero.

It is a easy to use.

It was very easy, I only had to showed my student ID after I find the books I needed for my classes.

Easy

Convenient

It was very simple and easy to access

It was easy to use and really helpful to

It was easy to use the book voucher, I just needed to get my stuff together so I was eligible.

I went to the library and in the chaser I told to them about my EOPS Book Voucher and they asked me for my ID and that was it.

Free books, it was really helpful for me.

It is a easy to use.

It really easy

Accessing was very easy and simple. Depending on your status with EOPS, you can use your book voucher much earlier than others. It was simple because the student could just gather their books from the bookstore and buy them with the book voucher provided to them. Sometimes I didn't use the entire amount however it was still helpful to have my books.

Easy

Accessing my book voucher was very easy and fast.

you need to pass all your classes and complete a survey and EOPS orientation

really good

It is very easy to buy my books just giving my G-number. Thanks for everything EOPS

When purchasing books from the campus book store it was very easy to receive the funding. The only issue that has came up is when the book store does not have the book/book edition and I have to go somewhere else to buy it. Books can be very expensive so it can get very stressful.

my experience was so exciting because when I got my books I said that I had an EOPS program and I didn't pay nothing.

Great

It help me a lot because when I don't have money to buy my books this voucher was a plus to continue studying.

Easy to access

It is great. Got to buy my books and still have them for future reference or even for siblings to use if end up going to Cañada

College

It is great. Got to buy my books and still have them for future reference or even for siblings to use if end up going to Cañada

College

It really easy

My experience with accessing my voucher was easy

Good experience

It was really fast getting them but it took me sometimes finding all of them

Decent

good, I appreciate the helpful for books

Waiting for book vouchers due to orientation etc. can be stressful with so much pressure given to us from most professors.

i didn't get a book voucher

- 7. How helpful were EOPS's Social Media pages (Facebook and Instagram)?
 - o 7 (14%) students indicated that it was Very Helpful
 - o 8 (16%) students indicated that it was Somewhat Helpful
 - o 14 (28%) students indicated that they Did not know about the EOPS social media pages
 - o 21 (42%) students indicated that they Did not use the EOPS social media pages
- 7a. Do you have any suggestions?

8 (16%) student made the following suggestions/comments:

More content I don't see post

Advertise the social media more.

Yes, have eops give out small prizes when students follow and share eops page.

Longer Counseling Appointments, More information about Transferring to a University (Individual/Group counseling, College tours, etc) EOPS staff needs to be more educated and aware of other Canada programs on campus.

Everything is perfect

No, everything is great as it is! I love being part of the EOPS Program.

No, everything is okay.

Provide resources for students over the summer laptops etc.

- 8. How difficult was it to schedule a counseling appointment this semester at your desired time?
 - o 26 (52%) students indicated Very Easy
 - o 20 (40%) students indicated Easy
 - o 4 (8%) student indicated Somewhat Easy
 - o 0 students indicated Not Easy at all
- 8a. What hours would you prefer to have appointments available?

morning time

Working around my schedule was a challenge due to back to back classes or tutoring sessions or working around my sons schedule

Schedule varies

mornings

- 8b. What hours would you prefer to have appointments available?
 - o 0 students provided alternative hours
- 9. Tutoring is extremely important for all college students. We want to be sure EOPS students are able to access and utilize the current College Tutoring Services in the Learning Center. Have you used the Tutoring Services in the Learning Center this semester? Select yes or no
 - o 20 (40%) students indicated Yes
 - o 30 (60%) students indicated No
- 9a. If yes, how many times? Out of the 20 students:
 - o 12 students indicated 1-2 times
 - o 4 students indicated 3-4 times
 - o 4 students indicated 5+ times
- 9b. If No to 9 - Why did you not access Tutoring Services? Please select as many apply. Out of 30 students:
 - o 14 students indicated that they Did not seek tutoring
 - o 5 students indicated that they Did not have the subject I needed assistance
- ? 9c. What subjects did you need assistance with?
 - 2 students indicated Astronomy
 - 1 Student indicated Math

- o 11 students indicated Tutors hours did not fit with my schedule
- 9d. Did you use online tutoring?
- o 5 (10%) of students indicated Yes
- o 45 (90%) of students indicated No
- 10. Are you currently in any of the following programs? Select all that apply
- o 32 (64%) students indicated at least 1 other program
- o 12 (24%) students indicated 2 or more programs
- o 6 (12%) students indicated that they were only in EOPS
- ? 5 - Athletics
- ? 3 - Bridges To Opportunities (BTO)
- ? 2 - College for Working Adults (CWA)
- ? 10 - Disability Resource Center (DRC)
- ? 3 - Dream Center
- ? 3 - ESO Adelante
- ? 1 - Honors Transfer Program
- ? 4 - Phi Theta Kappa (PTK)
- ? 12 - Promise Scholars Program
- ? 3 - Puente
- ? 15 - SparkPoint
- ? 4 - STEM Center
- ? 0 - Student Life & Leadership – ASCC
- ? 2 - TRIO Student Support Services Program
- ? 3 - Upward Bound Scholars
- ? 0 - Veterans Services
- ? 0 – Other
- 11. Since Shelter In Place (SIP) which services within EOPS was the most useful and accessible?
- o 36 (72%) - Working with an EOPS Counselor
- o 15 (30%) - Working with the EOPS Staff
- o 3 (6%) - Group Counseling Sessions/Workshops
- o 11 (22%) - Academic/Educational Counseling
- o 14 (28%) - Personal Counseling
- o 11 (22%) - Major and/or Career Guidance
- o 17 (34%) - Book Voucher
- o 19 (38%) - Food Voucher
- o 10 (19%) - Transportation Assistance
- o 17 (34%) - Financial Aid Assistance
- o 31 (62%) - Priority Registration
- o 9 (18%) - Educational Equipment Loans: laptops, calculators, pulse pens & notebooks
- o 10 (19%) - School Supplies
- o 3 (6%) - PTK Membership Fees
- o 0 – Other
- 12. Since Shelter In Place (SIP) what challenges have you faced in order to stay connected to your remote learning?
- o 6 (15%) students only indicated 1 challenge
- o 43 (86%) students indicated 2 or more challenges
- o 1 (2%) student indicated no challenges
- ? 11 (22%) - Computer/laptop/tablet accessibility
- ? 19 (38%) - Internet connection
- ? 4 (8%) - Cellular data
- ? 8 (16%) - Home/Family situation (including taking care of children, a family member, etc.)
- ? 7 (14%) - Work hours increased as an essential worker
- ? 20 (40%) – Unemployment
- ? 18 (36%) - Mental Health Issues
- ? 0 – Other
- 13. What do you believe is your level of technology skills?
- o 13 (26%) students indicated Advanced
- o 25 (5%) students indicated Intermediate
- o 12 (24%) students indicated Beginner
- o 0 students indicated None

- 13a. What programs do you need training with? Check all that apply:
- o 11 (22%) students only indicated 1
- o 22 (44%) students indicated 2 or more
- o 17 (34%) students indicated they needed no training
- ? 3 – Canvas
- ? 17 – Zoom
- ? 19 - Word, Excel, and PowerPoint
- ? 6 – Google Drive
- ? 1 – Other: A workshop on how to be successful online would be helpful. I personally am not the biggest fan of online courses so any advice/tips would be great.

- 14. Do you plan on returning to Cañada College Fall 2020?

o 48 (96%) students indicated Yes

? 14a. What assistance do you feel you need in order to be prepared to start the fall semester to work remotely? (i.e. laptops, etc.)

Out of the 48, 34 responded with the following:

Financial assistant

a good psychologist

Just adjust to online learning

Just getting a little more used to the transition online and applying for transfer.

Just getting a little more used to the transition online and applying for transfer.

Some counseling would be nice

Laptop, books, parking fees, financial aid

Laptop

Tutoring

Academic counseling

My pc is old and recently broke so I asked financial aid if they can help and they said, ask July

Internet

Electronic and physical text.

A calculator, and a laptop

I think I might need a laptop for the summer and fall semesters.

Books

Laptop and book voucher

Financial assistant

Counseling

A calculator, and a laptop

Internet access

Laptop

Book voucher if needed

Laptops, WiFi, online book vouchers, some kind of resource that we can benefit from like promise

I need help to apply programs that I would like to be in, and help to choose my career.

Workshops, Counseling services, online book/ school voucher, transfer and scholarship resources.

Calculator, materials for classes, and guidance

transportation

Financial aid, eops, book voucher

food voucher, calculator

everything

Food and supplies such as gift cards where I could use to buy accessories on laptop to use

Food and supplies such as gift cards where I could use to buy accessories on laptop to use

Laptop

o 2 (4%) students indicated No

? 14b. Please let us know why you plan not to return?

Out of the 2, they indicated the following reasons for not returning:

Transferring

Because I don't know what will happen to my children's school. Then I have to get another job and s

- 15. Comments: Recommendations or suggestions for improvement and what you consider the best in the programs.
40 (80%) students made the following suggestions/comments:

EOPS is a good program
 Use food voucher in the grove
 I love this program!
 I think it is perfect just how it is and always very helpful to students
 Priority registration
 Everything is good
 I don't really have any suggestions but I do think the program provides great assistance.
 Job search aid.
 Much has improved and the we are given so much help and resources in this program
 Benefits are awesome but my anxiety gets the best of me taking 12 units can be too much
 I like everything the most important to me is counselor support
 Counselor
 No comments. Things I consider the best are: EVERYTHING! I really like what EOPS offers.
 Pretty great program, good communication, great resources and amazing counselors
 It is good
 The program during the semester is concerned to receive new suggestions.
 I consider the counseling, books Boucher, and help from the specialist retention as the best in pro
 None, for me personally all the programs were excellent.
 tutoring
 I am grateful for everything EOPS has done and given me.
 Use food voucher in the grove
 You guys are doing a great
 Job search aid.
 I consider the counseling, books Boucher, and help from the specialist retention as the best in pro
 meeting at zoom are good
 I like everything the most important to me is counselor support
 Overall, the entire program was extremely helpful. So i don't have any recommendations or suggestion
 I think the best is that y'all are helping out
 I think everything that this program is ok
 I like the counselors help (EOPS mandatory meetings) with Sarah. I like how helpful Jillian is.
 seeing the counselor and ask for help in my classes
 reaching out
 No comments, everything is wonderful
 Jillian is great! I love her passion for foster youth and how willing she is to help with anything!
 I think you make a good job to us. I consider this program is best because they look how to help
 uber vouchers
 Eops for me is the best program because they help me a lot with my motivation, inspiration to continue
 Priority registration
 food voucher
 I like everything the most important to me is counselor support

- 16. Please indicate how many semesters you have been in EOPS?
- o 23 (46%) students indicated 1-2 semesters
- o 15 (30%) students indicated 3-4 semesters
- o 10 (20%) students indicated 5-6 semester
- o 2 (4%) students indicated 6+ semesters
- 17. Please indicate how many semesters you have been at Cañada College?
- o 16 (32%) students indicated 1-2 semesters
- o 18 (36%) students indicated 3-4 semesters
- o 10 (20%) students indicated 5-6 semesters
- o 6 (12%) students indicated 6+ semesters

Annual Update Status: Complete

Related Documents & Links:

[EOPS Counselor Salary Proposal 10-2020.pdf](#)
[EOPS SAOs with survey questions and results spring 2020.pdf](#)
[Outcomes Comparison Report of EOPS 10-8-2019.pdf](#)
[Resource Requests Excel Form Oct 2020.xlsx](#)

Goal Description: Transportation (2018-19 and 2019-20)

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Transportation costs are a key element of support that we provide students.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020

Estimated Start Date: 10/25/2018

Estimated Completion Date: 10/25/2018

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

funding for transportation costs (SamTrans/CalTrain/parking) - In 2017-18 we spent \$50,000 in transportation, the College provided funding for half the costs. This year we only have \$30,000 total allocated toward transportation. It will not be enough to cover both fall and spring. Not to mention if we'd like to serve students during summer 2019.

Type of Resource: Other

Cost: 15000

Goal Description: Food Vouchers (2018-19 and 2019-20)

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Since spring 2018, we have been able to provide daily food vouchers to students at a reduced price in collaboration with the Bookstore, ASCC and SparkPoint. This address the food inequities that our students face on a daily bases. Students are given up to \$6/day to purchase a meal at the Bookstore or Pony Express.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020

Estimated Start Date: 10/25/2018

Estimated Completion Date: 10/25/2018

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Funding for food vouchers - For spring 2018 we spent approximately \$13,400 for one semester. That semester was the first time we offered it and now that students are aware of this service the demand has increase.

Type of Resource: Other

Cost: 8000

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

Goal Description: Professional Development (2018-19 and 2019-20)

To provide continuous training for our faculty and staff. In particular to allow EOPS staff to attend the annual CCCEOPS Annual Conference. The EOPS/CARE Coordinator is required to attend 2 training per year. In addition, EOPS faculty and staff are able to learn about best practices and training on State policies and procedures.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020

Estimated Start Date: 10/25/2018

Estimated Completion Date: 10/25/2018

Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Funding for professional development 2018-19 - Faculty & Staff Conference Expenses for CCCEOPSA Annual Conference 2018 which will be in Monterey this year (includes registration, hotel, transportation & per diem for Jose & Mayra)

Type of Resource: Professional Development

Cost: 2310

Funding for professional development 2019-20 - Faculty & Staff Conference Expenses for CCCEOPSA Annual Conference 2019 that will be in southern California in 2019 (includes registration, hotel, transportation & per diem for up to 6)

Type of Resource: Professional Development

Cost: 9000

Goal Description: Laptops for students

Although loaning out educational equipment is one of our strengths, it is also a challenge because we need to replace them due to normal wear and tear, damages, and being lost/stolen. In working order, we currently have sixteen laptops. These items are in high demand and we are limited as to purchasing them.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020

Estimated Start Date: 08/01/2019

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Laptops for students - 10 laptops including brief case and extended warranty (\$1,497 each)

Type of Resource: Equipment (Items Over \$5000)

Cost: 14965

Goal Description: Expand Counseling Services (2018-19 and 2019-20)

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EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Counseling services is key the EOPS philosophy and is inline with various Statewide initiatives, such as Guided Pathways.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020

Estimated Start Date: 05/28/2019

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Funding for Summer Counseling 2020. In summer 2019, we served approximately 120 students. Unfortunately, we can determine if we are able to provide summer services (which also includes a book voucher, food voucher and transportation costs), until after the summer registration starts. For many of our students not having EOPS support over the summer meant they were not able to take class(es).

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 5000

One-Time or Recurring Cost?: Recurring Cost

Zoom Equipment for "Skype" Counseling (equipment and headphones) - To provide more access to counselors for students who are unable to come to campus. General Counseling was approved to get this equipment and EOPS would like the same opportunity to offer this service to students

Type of Resource: Information Technology

Cost: 600

Goal Description: Student Area

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 10/25/2018

Estimated Completion Date: 10/25/2018

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of reflect and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

EOPS/CARE/CalWORKs/FYFI would like to secure a permanent space. In 2010 EOPS/CARE/CalWORKs student study area was used as swing space due to remodeling to building 5 and the addition of CIETL. When the remodeling was completed that space

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

was not returned to the Programs. The area was used by students to study, EOPS Cub meetings, EOPS/CARE/CalWORKs /FFYI activities, food pantry, computer and printing usage, text book library, etc. This has also limited the opportunity for the Programs to offer

Type of Resource: Facilities

Cost: 0

Goal Description: Color Printer for the EOPS/CARE Coordinator

WE prints various documents that require color.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2019-2020

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Color Printer

Type of Resource: Information Technology

Cost: 400

Goal Description: Transportation (2019-20 and 2020-21)

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Transportation costs are a key element of support that we provide students.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 11/01/2019

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Transportation: Bus Passes (\$69 each) & Parking Permits (\$30 each). Next to books, transportation is the next biggest EOPS expense. In 2018-19, \$53,884 was spent on transportation.

Status: Continued Request - Active

Type of Resource: Other

Cost: 25000

One-Time or Recurring Cost?: Recurring Cost

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

Goal Description: Food Vouchers (2019-20 and 2020-21)

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Since spring 2018, we have been able to provide daily food vouchers to students at a reduced price in collaboration with the Bookstore, ASCC and SparkPoint. This address the food inequities that our students face on a daily bases. Students are given up to \$6/day to purchase a meal at the Bookstore or Pony Express.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 11/01/2019

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Resource Requests

Food Vouchers (\$7/day/pp). The food voucher addresses the food inequities our students face daily. Since we have expanded the service to The Grove and have increased from \$6/day to \$7/day, it is becoming more in demand. This is the third highest cost of direct services to students in the EOPS budget. In 2018-19, \$21,020 was spent on the food vouchers.

Status: Continued Request - Active

Type of Resource: Other

Cost: 15000

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Professional Development (2019-20 and 2020-21)

In order for faculty and staff to attend trainings and conferences, like the CCCEOPSA. Since staff is limited to using Classified PD funds only once for a conference, using EOPS funds takes away funds from other direct services to students.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 11/01/2019

Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Professional Development Funds

Status: Continued Request - Active

Type of Resource: Professional Development

Cost: 5000

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Expand Counseling Services (2019-20 and 2020-21)

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives,

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including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Counseling services is key the EOPS philosophy and is inline with various Statewide initiatives, such as Guided Pathways.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 05/01/2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Funding for Summer Counseling 2020. In summer 2019, we served approximately 120 students. Unfortunately, we can determine if we are able to provide summer services (which also includes a book voucher, food voucher and transportation costs), until after the summer registration starts. For many of our students not having EOPS support over the summer meant they were not able to take class(es).

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 5000

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Color Printer for the EOPS/CARE Coordinator (2019-20 and 2020-21)

We prints various documents that require color.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 11/01/2019

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Resource Requests

Color printer

Status: New Request - Active

Type of Resource: Other

Cost: 500

One-Time or Recurring Cost?: One-Time Cost

Goal Description: EOPS/CARE/CalWORKs/FYSI Student Area (2019-20 and 2020-21)

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions.

Goal Status: 2 - Continuing (PR)

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Relevant Program Review Cycle: 2019-2020, 2020-2021

Estimated Start Date: 11/01/2019

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

EOPS/CARE/CalWORKs/FFYI would like to secure a permanent space. In 2010 EOPS/CARE/CalWORKs student study area was used as swing space due to remodeling to building 5 and the addition of CIETL. When the remodeling was completed that space was not returned to the Programs. The area was used by students to study, EOPS Cub meetings, EOPS/CARE/CalWORKs /FFYI activities, food pantry, computer and printing usage, text book library, etc. This has also limited the opportunity for the Programs to offer

Status: Continued Request - Active

Type of Resource: Facilities

Cost: 0

One-Time or Recurring Cost?: One-Time Cost

Goal Description: EOPS Counselor - Full-Time Tenure Track (2019-20 and 2020-21)

In the Program Review process, we identified the challenge of needing to increase the number of students served each year now that the State funding allocation formula is in place. Having a full-time EOPS counselor will allow for more consistency, increase student appointments, and expand on supportive services to students.

Please see the attached Hiring Justification Proposal.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 08/01/2020

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Resource Requests

Full-time tenure track EOPS Counselor Position

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 127000

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Transportation 2020-21

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Transportation

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costs are a key element of support that we provide students.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 09/01/2020

Estimated Completion Date: 06/30/2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

funding for transportation costs (bus passes and gas cards) - Many of our students are essential workers and still need to get around. Students can select from \$50 gift cards for a bus pass, gas or Uber. Next to books, transportation is the next biggest EOPS expense. In 2019-20, \$39,146 was spent on transportation. Only cards purchased through SVM and the Bookstore will have postage charges.

Status: Continued Request - Active

Type of Resource: Other

Cost: 25000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantaged students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Goal Description: Food Vouchers 2020-21

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Since spring 2018, we have been able to provide daily food vouchers to students at a reduced price in collaboration with the Bookstore, ASCC and SparkPoint. This address the food inequities that our students face on a daily bases. Students are given up to \$6/day to purchase a meal at the Bookstore or Pony Express.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 09/01/2020

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

The food voucher addresses the food inequities our students face daily. All EOPS student who indicate they would like to receive food assistance, are signed up with SparkPoint. Since the pandemic SparkPoint has seen in increase in serving students and had to decrease their amount from \$150 to \$75 per month. We plan to subsidize by providing a \$75 gift card. This is the third highest cost of direct services to students in the EOPS budget. In 2019-20, \$20,319 was spent on the food vouchers. Ho

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

Status: Continued Request - Active

Type of Resource: Other

Cost: 15000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantaged students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx.

Goal Description: Student Area 2020-21

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

EOPS/CARE/FYSI/CalWORKs Student Study Space – Since 2010 the EOPS/CARE/FYSI/CalWORKs student study area was used as swing space due to remodeling building 5 and the addition of CIETL. When the remodeling was completed that space was not returned to the Programs. The area was used by students to study, EOPS Cub meetings, EOPS/CARE/FYSI/CalWORKs activities, food pantry, computer and printing usage, text book library, etc. - The lack of space limits the ability of EOPS to build community and expand on a safe place for students to gather.

Status: Continued Request - Active

Type of Resource: Facilities

Cost: 0

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantaged students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Goal Description: EOPS Counseling for Summer 2021 hours and Zoom Equipment 2020-21

EOPS was established to provide "over and above" support services for financially needy and educationally disadvantaged students by creating an environment which values each individual's potential to achieve their goals, educational careers and objectives, including, obtaining job skills, occupational certificates or associate degrees and transferring to four-year institutions. Counseling services is key the EOPS philosophy and is inline with various Statewide initiatives, such as Guided Pathways.

Goal Status: 2 - Continuing (PR)

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Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 05/24/2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Resource Requests

Funding for Summer Counseling 2021. In summer 2020, we served approximately 150 students. Unfortunately, we can determine if we are able to provide summer services (which also includes a book voucher, food voucher and transportation costs), until after the summer registration starts. For many of our students not having EOPS support over the summer meant they were not able to take class(es).

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 8000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantage students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Zoom Equipment for "Skype" Counseling (equipment and headphones) - To provide more access to counselors for students who are unable to come to campus. General Counseling was approved to get this equipment and EOPS would like the same opportunity to offer this service to students. We were approved last year for one set and would like to request another set for a counselor or staff member. Before the pandemic we were already seeing an increase of EOPS students who were moving out of the area and taking classes fully online. Having an additional zoom equipment for a staff member or counselor to use will allow us to provide more options for how we connect with our students and to be inline with general counseling.

Status: New Request - Active

Type of Resource: Supplies (Items less than \$5000)

Cost: 800

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantage students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Goal Description: Laptops for students 2020-21

Although loaning out educational equipment is one of our strengths, it is also a challenge because we need to replace them due to normal wear and tear, damages, and being lost/stolen. In working order, we currently have sixteen laptops. These items are in high demand and we are limited as to purchasing them.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

Estimated Start Date: 06/01/2020

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

Laptops for students - 7 laptops including brief case and extended warranty (\$1,950 each)

Status: Continued Request - Active

Type of Resource: Equipment (Items Over \$5000)

Cost: 13650

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantage students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Goal Description: Hot Spots 2020-21

Due to the pandemic, we have seen how the digital divide effects our students. Having access to the internet is essential on how successful students can be in completing their classes. Even when prior to the pandemic, we had students that had no internet service at home and would have to go to campus or a local coffee shop to do homework. (includes device and internet service)

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 01/01/2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

25 Hot spot devices and monthly service fees

Status: New Request - Active

Type of Resource: Equipment (Items Over \$5000)

Cost: 8500

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantage students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

Goal Description: Student School Supplies 2020-21

Students are in need of school supplies in order for them to do their assignments. Many of our students cannot afford simple school supplies to start their semester.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

200 School Supplies Kits

Status: New Request - Active

Type of Resource: Supplies (Items less than \$5000)

Cost: 7800

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantaged students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Goal Description: Cellular Mobile Service Gift Cards 2020-21

Students staying connected is essential. We have found that students are unable to keep up with their mobile phone bills.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity

Resource Requests

Cellular Mobile Service Gift Cards

Status: New Request - Active

CAN Program Review (Student Services) - EOPS, CARE, & FYSI (Fall 2022)

Type of Resource: Other

Cost: 5000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantage students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx

Goal Description: EOPS Counselor - Full-Time Tenure Track 2020-21

Please note that this position was approved for 2020-21 but pulled due to funding.

In the Program Review process, we identified the challenge of needing to increase the number of students served each year now that the State funding allocation formula is in place. Having a full-time EOPS counselor will allow for more consistency, increase student appointments, and expand on supportive services to students.

Please see the attached Hiring Justification Proposal.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 08/01/2021

Who's Responsible for this Goal?: Lorraine Barrales-Ramirez

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Resource Requests

Full-time tenure track EOPS Counselor Position.

EOPS SAOs support the importance of counseling in how students rank it as a high priority. - The cost listed below is a request for fund 1. The remainder of the position would be covered by EOPS and SEAP.

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 32000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: EOPS's mission is to work with low-income, educationally disadvantage students.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Over 60% of EOPS student are Latinx