Basic Program Information

Department Name:

> EOPS/CARE

Division Name:

Program Mission(s): | Student Services

> To establish "over and above" support services and programs for financially and educationally disadvantaged students by creating an environment, which values each individual's potential to achieve their academic, career and personal goals. This includes obtaining job skills, occupational certificates, associates degrees, and/or completing transfer requirements for four-year institutions

Name	Department	Position
Laureen Balducci	Student Services	AVP Student Services/EOPS Director
April Henderson	EOPS/CARE	Interim Supervisor/Services Coordinator
Jorge Rodriguez	EOPS/CARE	Senior Specialist
Lily Luu	EOPS/CARE	Specialist/CARE
Tilly Wu	EOPS/CARE	Counselor
Tobias Nava	EOPS/CARE	Counselor

Please include the following information about your program:

Total number of Full Time Faculty:	2
Total number of Part Time Faculty:	0
Total number of Classified Professionals:	3

Please list all existing Classified positions:
Example: Administrative Assistant I
1 Interim Supervisor/Services Coordinator
1 Senior Specialist (Interim Reassignment)
1 Specialist
1 Director 50% 2014-15

List all Programs* covered by this review & check the appropriate column for program type:

Program Name	Certificate of Achievement Program	Associate Degree Program	Pathway Program

*If you have a supporting program or pathway in your area for which you will be making resource requests, please analyze it within this program review (i.e. Integrated Reading and Writing, Math My Way, etc.) You will only need to address those data elements that apply.

Section 1: Data and Trend Analysis

Please complete the appropriate data elements.

A) Instructional Program Data:

Data will be posted on http://foothill.edu/staff/irs/programplans/programreviewdata.php
You must manually copy data in the boxes below for every degree or certificate of achievement covered by this program review.

Certificate and Degree Programs	2011-2012	2012-2013	2013-2014	% Change

	2011-2012	2012-2013	2013-2014	% Change
Enrollment				
Productivity (College Goal 2014-15: 535)				

B) Student Services Programs Data

Please enter the number of students served over the last 3 years.

	2011-2012	2012-2013	2013-2014	% Change
Students Served	464	429	429	-0.92

This data was obtained via the following sources (circle): CCC Apply, Ask Foothill, Credentials, SARS, Other (List) MIS Reporting retrieved from the California Community Colleges Chancellor's Office (CCCCO) Datamart

C) Administrative Unit Data

Please enter the information below.

Dimension	2011-2012	2012-2013	2013-2014
Students Served (Unduplicated)			
Faculty Served			
Staff Served			
Full-time FTEF			
Part-time FTEF			
Full-time Staff			
Part-time Staff			

Using the data entered for your program above, briefly comment (1-3 paragraphs) on changes in students or staff served, enrollment and/or productivity for your program in the last year.

What changes have been made or are planned as a result of your analysis of the data?   (for example, new curriculum, new pre-requisites, a focus on student retention, changes in teaching approaches informed by SLO Assessments, changes in when classes are scheduled, better use of technology, etc.)

Section 2: Student Equity

The college is committed to student equity, defined by the Student Equity Workgroup as fostering similar outcomes for all students. One targeted area for improvement in this year's Student Equity plan is to increase the course completion rates for African American, Latino, and Pacific Islander students over the next three years by 3 percentage points.

Please describe how you see members of your program contributing to this goal.

EOPS continues to support students who meet the program's eligibility criteria of being financially and educationally disadvantaged. The EOPS staff and faculty continue to seek innovation as to how to serve program students "above" and "in addition to" the EOPS Implementation Guidelines. Currently, the program is seeking faculty support for its tutorial services program. Also, collaboration between support resources on campus, through workshops and additional training for tutors.

Please review the equity data available to you on the students served in your program and their outcomes by ethnicity (including, for instructional programs, course success rates by ethnicity). If differences exist, what efforts have members of your program undertaken or discussed to address them? If your program has undertaken any initiatives or interventions as a result of these efforts or discussions, please share what you have learned as a result of these initiatives.

EOPS/CARE program continues to equally serve students and offer follow up services to assist students through counseling and tutorial services.

Section 3: Outcomes Assessment Summary

A) **Attach 2013-2014 Course-Level** (for Instructional Programs Only) – Four Column Report for CL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.

B) **Attach 2013-2014 Program Level** – (for all programs) Four Column Report for PL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.

Section 4: Assessment and Reflection

Based on your assessment data and reflections, please respond to the following prompts.

A) **For instructional programs only, what curricular, pedagogical or other changes have you made as a result of your course level student learning outcomes (CL-SLO) assessments?**

B) **For instructional programs only, how has assessment of program-level student learning outcomes led to certificate/degree program improvements? Have you made any changes to your program based on the findings?**

For all programs: Instructional, Students Services, Administrative

C) **How do the objectives and outcomes in your area relate to the program-level student learning outcomes and to the college mission?**

> Mission Statement: Foothill College offers educational excellence to diverse students seeking transfer, career preparation and enhancement, and basic skills mastery. We are committed to innovation, ongoing improvement, accessibility and serving our community.

The EOPS department serves students who are underrepresented, financially and educationally disadvantaged. The program provides support services to assist students with educational planning for a certificate, degree and for transfer. Support provided, includes but is not limited to, 1) individualized counseling: Students learn to complete their AA/AS and CSU/IGETC degree and transfer preparation documents. 2) Application fee waivers for transfer to a UC or CSU: EOPS staff and counselors assist students with the 4-year college application process in order to apply the waivers properly without error. 3) Students can participate in quarterly 4-year college tours: Programs include students learning the application process, navigating a large campus community and how to access student support and services. 4) Scholarship preparation workshops: Students develop writing skills to assist with writing a concise and effective personal statement. In addition to the general campus student support resources, EOPS provides tutoring services for basic skills and college level courses: Students learn to articulate what they need from the resources provided and from their instructors. Recent high school graduates who are new to EOPS have the opportunity to participate in the Summer College Readiness program, which prepares students for the rigors of college and creates a social connection where students learn to network with one another and their mentors, further enhancing a positive first year college experience.

D) **What do members of your program do to ensure that meaningful dialogue takes place in both shaping and evaluating/assessing your program's student learning outcomes?**

The EOPS Department staff meets on a bi-weekly basis throughout every quarter. These meetings are beneficial to, address immediate concerns regarding the success and support of EOPS students, share information regarding updated policy guidelines and reports from the college, review EOPS Implementing Guidelines, EOPS Program Mutual Responsibilities and inform staff of campus community events and programs that are helpful to EOPS students. The meetings help to evaluate how EOPS services are conducted and are a basis for innovation within the program and collaboration with the college that work towards student success.

Section 5: Program Goals

Please comment on progress you have made on program goals from prior program reviews.
Check the appropriate status box & provide explanation in the comment box.

Goal/Outcome (This is NOT a resource request)	Related to prior resource request (Y/N)	Status: Completed, In progress or Revised	Comment on Status
1. Hire more tutors	Y	Y	We have hired additional tutors and are also planning to hire faculty tutors.
2. Hire an additional counselor (p/t)	Y	N	Due to limited EOPS funding, we are unable to hire a counselor without additional funding.

Please list any new goals for your program you would like to undertake this year. The goals should be linked to the college mission and be driven by data (including student and program learning outcomes reflections).

Goal/Outcome (This is NOT a resource request)	How will this goal improve student success or respond to other key college initiatives?	How will progress toward this goal be measured?
1. Incorporate SmartThinking Online tutorial system	By offering online tutorial, students can access tutoring help 24/7.	We will track how many students log into the system and see how many hours they are utilizing tutorial.

Section 6: Program Resources and Support

To be completed only if making a new resource request.

Using the tables below, summarize your program's <u>unfunded</u> resource requests. Refer to the Operations Planning Committee website: http://foothill.edu/president/operations.php for current guiding principles, rubrics and resource allocation information.

Full Time Faculty and/or Staff Positions

Position	Related Goal from Table in section 5 and how this	Was position previously approved in last 3 years?

	resource request supports this goal.	(y/n)
Hire a part-time Counselor.	The goal is to serve more students and provide educational plans and support	No.

Unbudgeted Reassigned Time (calculate by % reassign time x salary/benefits of FT)
Indicate duties covered by requested reassign time:

Responsibility	Related Goal from Table in section 5 and how this resource request supports this goal.		% Time

One Time B Budget Augmentation

Description	$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.

Ongoing B Budget Augmentation

Description	$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.

Facilities and Equipment

Facilities/Equipment Description	$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.

Section 7: Program Review Summary

Address the concerns or recommendations that were made in prior <u>program review</u> cycles, including any feedback from Dean/VP, Program Review Committee, etc.

Recommendation	Comments
1.	

a. **After reviewing the data, what would you like to highlight about your program?**

Section 8: Deans Feedback and Follow Up

This section is for the Dean to provide feedback.

A) **Strengths and successes of the program as evidenced by the data and analysis:**

The strengths of the program continue to be the inclusiveness and cohort opportunity for students to utilized to help achieve their academic and transfer goals. The staff and counselors are also what keeps students enrolled in not only the program, but enrolled in college. Transfer assistance and guidance is also a major strength in the EOPS/CARE program. Lastly, the tutorial opportunities (face-to-face and online) give students the help they need with their classes and increase their graduation and transfer rate.

B) Areas of concern, if any:

Growing the program with limited faculty and staff. We really need to do more outreach in order to grow the program and prove the need for more staffing.

Hiring a permanent supervisor to oversee the day-to-day operations of the EOPS/CARE program.

C) Recommendations for improvement:

Work closely with the Outreach program to market the EOPS/CARE programs at area agencies and local high schools.

Work to re-organize the EOPS/CARE program that maximizes staffing in order to more fully serve students. Hire a supervisor position, a student success specialist, and reclassifying the Admin II position to a level 46 position.

D) Recommended next steps:

X   Proceed as planned on program review schedule

___ Comprehensive Program Review (Out of cycle) Recommended

___ Remediation Plan Recommended

Upon completion of section 8, the Program Review should be returned to department faculty and staff for review, and then submitted to the Office of Instruction and Institutional Research for public posting. See timeline on Program Review Cover Sheet.