

Welcome to Program Review

College of Alameda - 2019

EOPS/CARE/NEXT UP - Service Area or Special Program

Program Review

Program Overview

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.

The mission of EOPS/Care/CalWORKs/Next Up is to provide above and beyond academic and career counseling that serves the vulnerable and underrepresented students at College of Alameda. The EOPS/Care/CalWORKs/Next Up faculty and staff strive to provide culturally relevant and transformative experiences that support students' goals and learning outcomes. We lean on the values of equity social justice that is in direct correlation with the values of the civil rights movements of underrepresented populations.

Program Total Faculty and/or Staff

Full Time	Part Time
Lydell Willis	Justin Lee
Marissa Nakano	Fathia Mohamed
Mary Shaughnessy	Hector Corrales
Charles Washington	
Jiayu He	

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

Goal 1. Support Services:

EOPS plans to serve current and former foster youth effectively and increase recruitment in the NextUp program.

Status

ValJean Dale

Completed

College Goal

Increase retention and persistence rates

District Goal

Advance Student Access, Equity, and Success

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal? Since 2017 the numbers for the NextUp program at College of Alameda have consistently been in the 30's, double of that prior to 2017. Only Laney College has more students enrolled in NextUp. This goal was achieved by strengthening partnerships witch local school districts, Alameda County Child Welfare, & community based organizations that serve foster youth like Beyond Emancipation, First Place for Youth, & West Coast Children's Center. Goal 2. Student Success and Student Equity: Increase presence of Latinos and African American Males in EOPS.

Status

In-Progress

District Goal

College Goal Strengthen Data-driven / informed decision making

Advance Student Access, Equity, and Success

Goal 3. Professional Development, Community, Institutional and Professional Engagement and Partnerships: Strengthen the EOPS/CARE Advisory Committee and begin annual meetings.

Status

In-Progress

College Goal Strengthen business and industry partnerships

District Goal

Engage and Leverage Partners

Goal 4: Increase persistence & retention rates

Historically EOPS students have performed better than non EOPS students in regards to retention and persistence rates. EOPS staff will create and adapt to new strategies that combat the issues of today's students. College of Alameda EOPS program will commit to professional development and implementation of data driven techniques into our program plans and practices.

Status

In-Progress

College Goal

Increase retention and persistence rates

District Goal

Build Programs of Distinction

Describe your current utilization of facilities, including labs and other space

We would like to request a community space for EOPS students and staff. Also with the expansion of AB 1645 we will need additional space for the dream center.

Students Served

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal? In the Fall of 2017, EOPS students achieved an overall GPA of 2.89, in the Spring of 2018 EOPS students achieved an overall GPA of 2.98.

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Level - Program and Department comparison





Detail the services provided by your program/service area.

Service provided by EOPS/CARE/CalWORKs/NextUp:

- Academic & Career Counseling
- Book & Supply Vouchers
- Food Vouchers
- Referrals to on-campus support services ie.(mental health counseling, tutoring resources, one stop career center,)

- College tours

Reflect on collaboration and engagement with other programs/service areas that have contributed towards student success and meeting program goals

EOPS/CARE/CalWORKS/NextUp works with many programs on campus to assist in accomplishing our goals for the academic year. EOPS works strategically with the following programs to support student success and growth in the program: Umoja, DSPS, One Stop Career Center, MESA, Brotherhood. Increased collaboration and outreach allows programs to holistically support students and share resources.

Review and reflect your program's data using the Student Services Dashboard. Describe any significant changes and discuss what the changes mean to your program.

-EOPS students continue to perform better than non EOPS students in course completion, however we perform at a lower rate in course retention. This indicates that our students are dropping classes at a higher rate than non EOPS students. We theorize that this could be related to the issues of today's student population who are impacted more by socio-economic issues than students of the past, due to the Bay Area's housing/economic issues. As reflected in Goal 4, staff will commit to professional development and research additional supports that support our current population.

-Based on the data provided EOPS students have a higher course completion and retention rate overall, however our students are struggling in English and Math classes. We would like to compare and contrast the data again, once reports are made available that include the implementation of English and Math support classes. Once that data has been analyzed we can began to strategize how to best support EOPS students at COA.

Detail the completion rates for your program and comment upon it. Do performance gaps exist in the completion rates for disproportionately impacted students, including African-American, Hispanic/Latino, Filipinos/Pacific Islanders, Foster youth, Veterans, and students with disabilities or other groups not listed here? Note: groups whose completion rate is 3% or less than the College completion rate reflect a disproportionate impact.

Analyzing data on our NextUp students (current and former foster youth) they are still one of the lower performing groups when it comes to course completion. However the retention rates have been approving year after year. Reasoning could be of the NextUp programs maturation process and improved connections with the students and early outreach to establish warm hand-offs with community based organizations and local schools.

If differences exist, please detail the differences and describe the activities your program is making to address the differences. How will your program evaluate the effectiveness of these activities?

As stated in the student services goals we need to continue to improve our rates with African American & Latino males. We have identified this as a primary goal and have begun making plans to improve outcomes for these populations. COA recently received an HSI grant, that involves plans to incorporate a "Puente Program," here at COA. Puente has shown to positively impact Latinx students on community college campuses and EOPS will partner with the program to improve outcomes for Latinx males. The campus is in the second semester of the "Brotherhood" program designed to engage African American males on campus, currently it is to soon to begin to gather data but we have seen some preliminary results with improvements in GPA and retention of those students in Brotherhood.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Actions

Improvement Action

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Improve outcomes for Latino & African American Males	Improve retention and persistence rates of Latino & African American Students.	6/25/2021	EOPS Staff

Resource Request

Facilities

Other

Description/Justification

Community Space that can support Puente Program and Brotherhood

Estimated Cost

0

Assessment - Service Area

List your Service Area outcomes or attach an applicable report

See attached

SAO 2.pdf

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?	If you chose other, please provide more information
Other (please describe)	We do not currently post or service area outcomes.
Where are the service area and/or program level outcomes published?	If you chose website, please specify URL
Other (please describe)	If you chose other, please provide more information

Once completed we will post the service area outcomes on the EOPS website

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

Staffing			
	2016 - 17	2017 - 18	2018 - 19
Conversion to online forms	2016 - 17	2017 - 18	2 018 - 19
improved communication with students	2 016 - 17	2017 - 18	 2018 - 19

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

- Continued conversion to online files and forms.

- Technological advancements in the form of conducting and scheduling appointments online.

- Increase in EOPS staff, Full time counselor and Program assistant

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

EOPS program conducts monthly staff meetings where we discuss program goals, services, and outcomes. EOPS staff also participates in yearly professional development opportunities to improve services to EOPS campus wide. EOPS also conducts annual EOPS retreats where we analyze data on our programs and students outcomes.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

EOPS conducted a student voice survey at the end of the Spring 2018 semester. The survey was anonymous and competed by about 40% of the students enrolled in EOPS. Overall students are very happy with EOPS services and the counseling they receive, the biggest request from students was additional housing support.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

Indicators of EOPS program effectiveness are as follows: The number of students enrolled in the program, percentage of students that stay in good standing (via EOPS guidelines), referrals to EOPS from peers, data that reflects improvement (ie.GPA, persistence, graduation rates, course completion).

If these factors trend in a positive direction then it will directly correlate with program improvement. The expectation is that EOPS continues to keep the standard that it has had for 50 years of students overall outperforming non-EOPS students.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Estimated Cost

0

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Improvement Actions
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Improvement Action

Improvement Action

Action Item	Description EOPS/CARE/NextUp will post it's SAO's online.	To be completed By	Responsible Person
Posting Service Area Outcomes		3/16/2020	EOPS Program Manager

Resource Request

Technology and Equipment	New
Description/Justification Website	

Improvement Action

12/5/2019

https://programreviewblob.blob.core.windows.net/programreviewblob-prod/review-report-9a9fb549-e5a8-4352-b72b-fd13c89f3e87.html

Action Item Increase EOPS Staff	Description Add 1 EOPS full time counselor. Add 1 EOPS program assistant	To be completed By 5/29/2020	Responsible Person VPSS
Resource Request			
Personnel	Classified Staff		
% Time 100	Description/Justification We will be losing a staff assistant come January 1, 2020. We will need to replace the position to continue program services.	Estimated Annual Salary Costs 40000	Estimated Annual Benefits Costs 10000
Total Costs 50000			
Resource Request			
Personnel	Full-time Faculty		
% Time 80	Description/Justification Having a counselor that is 80% full time will increase out EOPS productivity. EOPS numbers are currently in the 600's and we only have 3 FTE to support those students.	Estimated Annual Salary Costs 56000	Estimated Annual Benefits Costs 10000
Total Costs 66000			

Degrees and Certificates

College Level - Program and Department comparison



What has the discipline, department, or program done to improve the number of degrees and certificates awarded? Include the number of degrees and certificates awarded by year, for the past three years.

One of EOPS's mission components is to improve graduation outcomes for those that are traditionally undeserved and underrepresented in community college. EOPS will continue to offer the same support services that has proven to work with underrepresented students. EOPS data is not a subgroup on this data page, however low income students award trends have increased every year, so we hope to stay on that positive trajectory along with low income students.

Over the next 3 years, will you be focusing on increasing the number of degrees and certificates awarded?

Yes

What is planned for the next 3 years to increase the number of certificates and degrees awarded?

Professional development for all EOPS staff to continue to use best practices that support today's students and their needs. Staff need to research specific conference that will assist EOPS programming. Conferences like the equity institute conducted by Skyline College can help bridge that gap to services we are trying to offer at our campus.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Actions

Improvement Action

Improvement Action

Action Item Professional Development	Description EOPS staff need professional development on how to continue to learn and develop strategies to support students.	To be completed By 12/31/2020	Responsible Person TBD
Resource Request			
Professional Development	Department-wide PD needed		
Description/Justification Access to conferences and training's nationally and sta	tewide	Estimated Cost 5000	

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

Guided Pathways, Budget Committee, PAAAA, Institutional Effectiveness Committee, Facilities Committee, Academic Senate, Classified Senate

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

Many of EOPS staff are involved in community outreach and organizations that support student success. Some of the community activities and engagement that EOPS have been involved with include: Oakland Unified School District, Alameda County Sheriffs Department, CCC Region 3 Outreach, City of Oakland, City of Alameda, etc.. For example, COA CalWORKs participates in monthly Community College and County Partnership Meetings (CCCP) with Alameda County serving community colleges, Alameda County Social Services, and non-profit organizations like Family Paths, Child Care Links, and 4C's. These meetings are held at Chabot College every second Tuesday. At these meetings, we collaborate with Social Services to provide streamline student services for CalWORKs participants. CCCP worked together to make one form for CalWORKs students to request books and materials for their classes, and established one process to document classroom hours for online courses. Staff also supports the NextUp Program, by contributing to the Alameda County Foster Youth Collaborative, that works to align services for current and former foster youth. Being apart of this collaborative allows us to have direct contacts to refer our students to housing, mental health services, supplemental educational services, and transitional support.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

All adjunct faculty members are included in all EOPS activities, discussions, training's, and decision making. For example one of our adjunct counselors recently attended the statewide EOPS training in October 2019 and presented on working with Muslim students. The same adjunct faculty member also presented to faculty and staff and College of Alameda during flex day. While completing this program review adjunct faculty were also present and contributed to the creation of SLO's, program reviews, and program updates.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Action Improvement Actions Improvement Action Action Item Description To be completed By **Responsible Person** EOPS is in need of an advisory committee, that will be EOPS Advisory Committee 5/30/2020 Program Manager/EOPS Director completed spring 2020. **Resource Request** Other Other Description/Justification Estimated Cost Outreach to perspective members for the advisory committee. \cap

Action Plan Summary and New Program Goals

Total Improvement Plans: 5 Total Resource Request: 6

Review, add or modify the following actions plans that were entered in each section. Then review the Program Goals that were marked as in progress. Determine if you would like to keep the in progress goals and draft new 3-year goals for your department or program. The action plan items should support your new program goals. Align your program goals to the college strategic goals and District Strategic Goals.

Section / Head	Description				
Student Services & Special Programs					
Students Served Improve outcomes for Latino & African American Males on campus	Improve retention and persistence rates of Latino & Afric	can American Students.	6/25/2021	Completed Date Annual Progress Update Date	
				Annual Progress update Date	
Assessment Posting Service Area Outcomes	EOPS/CARE/NextUp will post it's SAO's online.		3/16/2020	Completed Date	
				Annual Progress Update Date	
Increase EOPS Staff	Add 1 EOPS full time counselor. Add 1 EOPS program assis	stant	5/29/2020	Completed Date	
				Annual Progress Update Date	
Engagement					
Engagement					
EOPS Advisory Committee	EOPS is in need of an advisory committee, that will be cor	mpleted spring 2020.	5/30/2020	Completed Date	
				Annual Progress Update Date	
New and Continuing Goals					
Discipline, Department or Program Go	bal	College Goal		PCCD Goal	
Goal 1. Support Services: EOPS plans to serve current and form	ner foster youth effectively and increase recruitment.	Increase retention and persistence ra	ates	Advance Student Access, Equity, and Success	
Goal 3. Professional Development, Co Partnerships: Strengthen the EOPS/CARE Advisory	ommunity, Institutional and Professional Engagement and Committee	Strengthen business and industry pa	rtnerships	Engage and Leverage Partners	

Goal 4: Increase persistence & retention rates

Historically EOPS students have performed better than non EOPS students in regards to retention and persistence rates. EOPS staff will create and adapt to new strategies that combat the issues of today's students. College of Alameda EOPS program will commit to professional development and implementation of data driven techniques into our program plans and practices. Strengthen Data-driven / informed decision making

Build Programs of Distinction

Resource Request Summary Total Cost: \$0 Total Resource Request: 1 Engagement Personnel No Resources found for this category **Professional Development** No Resources found for this category Technology and Equipment No Resources found for this category Supplies No Resources found for this category Facilities No Resources found for this category Library No Resources found for this category Other No Resources found for this category Student Services & Special Programs Personnel No Resources found for this category **Professional Development** No Resources found for this category Technology and Equipment No Resources found for this category Supplies No Resources found for this category Facilities No Resources found for this category Library No Resources found for this category Other Description/Justification Type Estimated Cost 0 Puente Program

Sub-Total: \$0

Sign and Submit

Please provide the list of members who participated in completing this program review.

Lydell Willis Mary Shaughnessy Marissa Nakano Charles Washington Fathia Mohammad Justin Lee Hector Corrales ValJean Dale Jiayu He

Please enter the name of the person submitting this program review.

Lydell Willis