

2023-24 Annual Program Update – **EOPS, CARE, CalWORKs, Next UP and SALAAM Programs** 

### **Program Overview**

Please provide your program's mission statement and service-learning outcomes

The Bundle Programs consists of five (5) programs which are EOPS, CARE, CalWORKs, Next UP and SALAAM Programs. These programs provide above and beyond academic and career counseling that serves the vulnerable and underrepresented students, especially foster youth, student parents and ESOL students at the College of Alameda. The EOPS Bundle Faculty and Classified Professional strive to provide culturally relevant and transformative experiences that support students' goals and learning outcomes especially matriculating the completion of their transfer degree, certificate and associate degree. We lean of the values of equity, inclusion and social justice that is in direct correlation with the civil rights movement.

List your program faculty and/or classified professional

Funding from Dean is from General Funds: Shalamon Duke – 1.0 FTE Dean of Counseling and Special Programs.

Funding for EOPS, CARE, CalWORKs, Next UP and SALAAM Programs Staff comes from the State which is legislated mandated (i.e., Annual allocation of EOPS, CARE, CalWORKs, and Next UP Categorical Funds). The annual budget is about \$1.5 Million Program Budgets which depends on the State COLA.

- 1. Louie Martirez y McFarland 1.0 FTE Project Manager are EOPS, CARE, CalWORKs, Next UP and SALAAM Programs
- 2. Mary Shaughnessy 1.0 FTE Academic Counselor for EOPS/CARE
- 3. Marissa Nakano 1.0 FTE Academic Counselor for EOPS/CARE/CalWORKs
- 4. Fathia Mohammed 1.0 FTE Academic Counselor for EOPS, CARE, Next UP and SALAAM Programs
- 5. Vacant 1.0 FTE Staff Assistant to the EOPS, CARE, CalWORKs, Next UP and SALAAM Programs
- 6. Araceli Shamarao 0.50 FTE Adjunct Academic Counselor for EOPS, CARE and CalWORKs
- 7. Valarie Carey 0.50 FTE Adjunct Academic Counselor for EOPS, CARE
- 8. Hector Corrales 0.50 FTE "Retiree" Adjunct Academic Counselor for EOPS and CARE

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

The Bundle Programs use all facilities on campus and computer spaces for onboarding new and returning students, community events, outreach and in-reach workshops, and training, specifically Building H Lobby, Computer Rooms in Building H and Building A.

In the FY21 Fall, the Bundle Programs moved to a smaller space which has hampered our ability to maintain our academic counseling pods, classified professional pods, and student workspaces to support our students especially our Cal WORKs and Next UP students.



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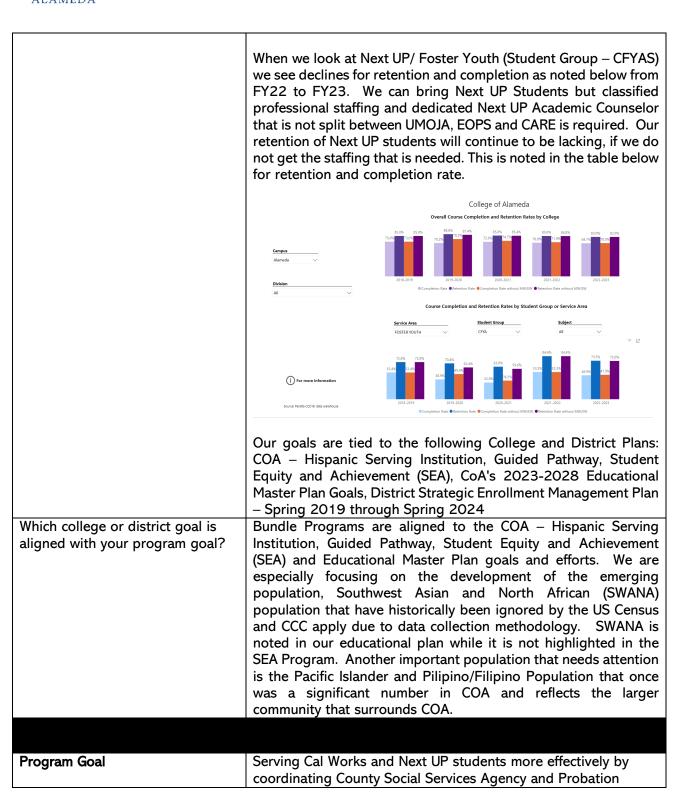
Your program goals have been listed from your most recent Program Review or APU. Provide an update on the status of the goal. Has your program achieved the goal? Have any of your goals been revised or are any still in progress? Lastly, make sure to discuss which College or District goal your program goal aligns to. 1`

If no program goals exist or if this is your first program review, work to create 2-3 goals and align them with a college or District goal.

Program Goal	Serving more effectively emancipated foster youth through EOPS, Next UP and SALAAM Programs
Status: In-Progress or Complete?	Working with Alameda County Social Services Agency to identify Emancipated Foster Youth and Cal WORKS, especially students who are entitled for federal entitlement programs such as CalFresh and may benefit from EOPS, CARE, CalWORKs, Next UP and SALAAM Programs.
	Since FY22 we increased our Next UP (foster youth) from 10 to 37 Next Up in the Fall 2023, as noted in BI Tool.
	Also, in the last two years we have rebuilt EOPS PRogram with updated outreach materials and information. In addition, the EOPS and SALAAM Programs have fully developed outreach materials and other non-instructional furniture (e.g., Tents) to support us on and off campus outreach and recruitment events.
	SALAAM Learning Community was developed and founded in the Spring 2022, with 50 students and now serves over 150 students every term. We are now attracting students from other Peralta colleges and College Districts, since the SALAAM Learning Community is the only program serving Southwest Asian and North African (SWANA) in the Bay Area community college level.
	In FY23-24 the plans are rebuilt and expand our Next UP and CalWORKs programs by developing intentional program outreach materials, in reach/outreach informational guides and non-instructional furniture to support its growth. Next Up grew from Spring 2022 from 10 students to 37 students as of Fall 2023. Cal Works grew from 15 students, Spring 2022 to 30 students as of the Fall 2023. Extensive overtime from classified professionals and the use of hourly temporary staff made this possible. We now need permanent classified professional staff and additional permanent academic counselor for CalWORKs and Next UP, not hybrid program academic counselors.
	We cannot do this work and sustain the current model because we lack Classified Professional Staff and a dedicated Director for EOPS Office.



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	Department with COA - Career Technical Education Programs
	(CTE).
Status: In-Progress or Complete?	Working with COA – CTE to support Cal Works and Next UP students by connecting them and supporting their COA – CTE courses, especially those who are eligible for Temporary Assistance for Needy Families (TANF). All programs within the Bundle Program are now in synch with the 2024 CTE Day – Spring Event.
	Also, the Bundle Program has increased partnership and shared funding activities with all student services programs from Basic Need to CTE to provide integrated program support instead of silo program services.
	We cannot do this work and sustain the current model because we lack Classified Professional Staff and a dedicated Director for EOPS Office.
	In FY22, Bundle Program established a common application for all Bundle Programs which is tied to Guided Pathway Pillars.
Which college or district goal is aligned with your program goal?	COA – Hispanic Serving Institution, Guided Pathway, Student Equity and Achievement (SEA), CoA's 2023-2028 Educational Master Plan Goals, District Strategic Enrollment Management Plan – Spring 2019 through Spring 2024
Program Goal	To increase Pacific Islander, Pilipino/Filipino and especially African American Males in the COA – Bundle Programs.
	Increase presence of Chicano/Latinos/Hispanics, Pacific Islander and African American Males from previous APU.
Status: In-Progress or Complete?	On target as we partnered with Umoja and Puente for Chicano/Latinos/Hispanics, and African American Males.
	We need to reflect professional classified male staff from the Pacific Islander and Pilipino/Filipino and SWANA communities in the EOPS Bundle Programs. We are now recruiting a permanent Staff Assistant and hourly support that will support our goals.
	We cannot do this work and sustain the current model because we lack Classified Professional Staff and a dedicated Director for EOPS Office.
Which college or district goal is aligned with your program goal?	COA – Hispanic Serving Institution, Guided Pathway, Student Equity and Achievement (SEA), CoA's 2023-2028 Educational



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	Master Plan Goals, District Strategic Enrollment Management Plan – Spring 2019 through Spring 2024
Program Goal	Ensure that EOPS/CARE students are enjoying a diverse collegiate experience while remaining focused on achieving their academic goal.
Status: In-Progress or Complete?	Working to enhance virtual programs by improving website services, use of Bank Mobile, common application, establishing workshops that focus on Peer Mentoring, Finance and Budget and developing Mental Health tools and implemented the ConexED.  We cannot do this work and sustain the current model because we lack Classified Professional Staff and dedicated Director for EOPS Office.
Which college or district goal is aligned with your program goal?	COA – Hispanic Serving Institution, Guided Pathway, Student Equity and Achievement (SEA), CoA's 2023-2028 Educational Master Plan Goals, District Strategic Enrollment Management Plan – Spring 2019 through Spring 2024

#### **Program Update**

Using the dashboards, review and reflect upon the data for your program.

Student Demographics Dashboard

Course Completion and Retention Rates - Student Services Dashboard

**Enrollment Trends and Productivity Dashboard** 

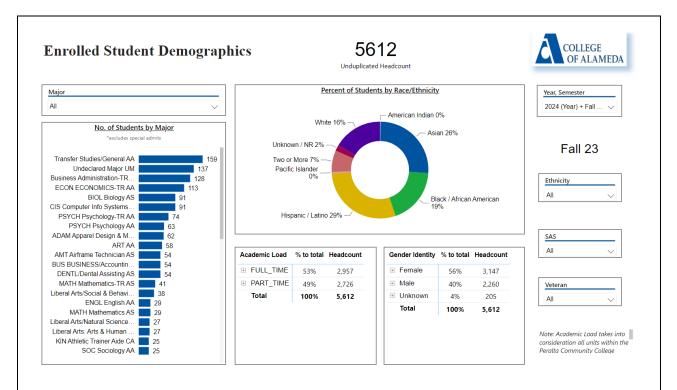
**Degrees and Certificates Dashboard** 

#### Course Completion and Retention Rates

We are not able to retain students because of a lack of the current classified professional staffing models and permanent academic counselor. We have a history of part – time hourly classified staff professional and academic counselors. In the last two years we lost full-time academic counselors due to personal challenges, resignation of academic counselors and dependence on part-time academic staffing. Our front-end recruitment has increased but retention has declined of current EOPS students. From the enrolled data we know that at least 50% are EOPS students and/or eligible for EOPS due to the Financial Aid profile that our students enrolled in COA have EFC of Zero or less than \$25,000. We cannot do more to serve students if proper staffing for classified professional and faculty – academic counselors are not in place. We see that enrolled students have marginally increased and we recognized that at least 40% of the students enrolled in the Fall 2023 belong to one of our Bundle Programs as we review the enrolled headcount by Student Groups.



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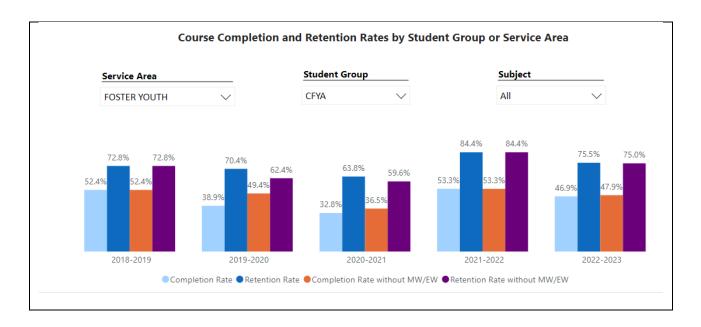


When we look at Next UP/ Foster Youth (Student Group – CFYAS) we see declines for retention and completion as noted below from FY22 to FY23. We can increase Bundle Programs students but classified professional staffing and dedicated Next UP Academic Counselor is required. Our retention of Next UP students will continue to decline if we do not get the staffing required to work with this vulnerable group, as noted below.

For this reporting period, the current data and related reports provided are limited and do not show effectively all the Bundle Programs (i.e., EOPS, CARE, CalWORKs, Next UP and SALAAM Programs) by student groups. Student Groups are not available and/or limited to showing how enrollment, retention, and other structural indicators. We need a dedicated institutional research time to support and develop reports that we can use. We have requested assistance and understand the limited scope of just one person dedicated to providing data and reports, even though we are the largest student learning community on campus with over 650 combined.



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#### **Enrollment Trends**

We recognized that SALAAM Program is attracting students from other Peralta Colleges and other College District. Since we do not track the data, it is challenging to quantify for now. We completed in the Fall 2023 to establish a SALAAM Student Group which help us understand our enrollment and retention rates.

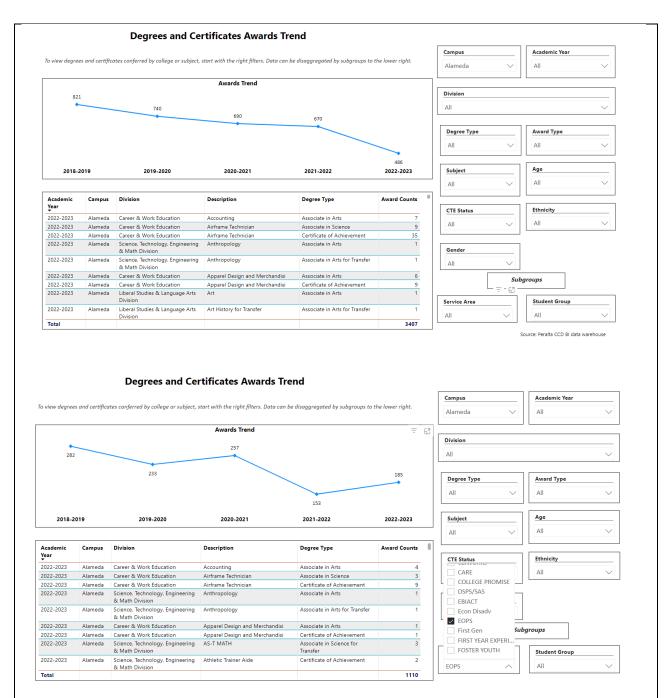
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#### **Degrees and Certificates**

EOPS Students have improved despite the challenges of Covid Pandemic Period and the gradual return to face-to-face classes. In FY23, COA graduated 486 students with degrees and certificates and 185 (40%) were EOPS; This is a significant number as EOPS Program serves almost half of our students that attend and graduated from COA. Continue to next page.



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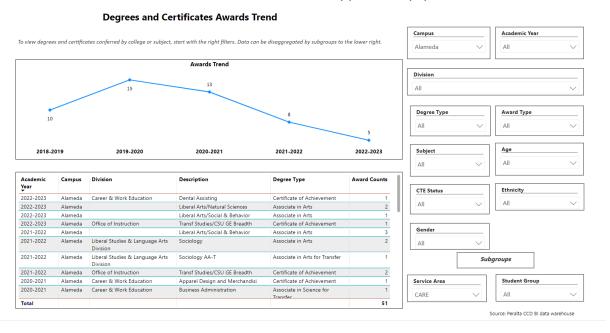
In FY23, COA graduated 486 students with degrees and certificates and 185 (40%) were EOPS; This is a significant number as **EOPS Program** serves almost half of our students that attend and graduated from COA. The numbers reflect a climb because of the heavy outreaching and inreaching of students despite the low numbers. Also, we had students reduce their academic load due to socio-economic challenges as we observed our grant request have increased and first hand



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reports from EOPS students and academic counselors. In short, we need to have better data to explore our EOPS Program students.

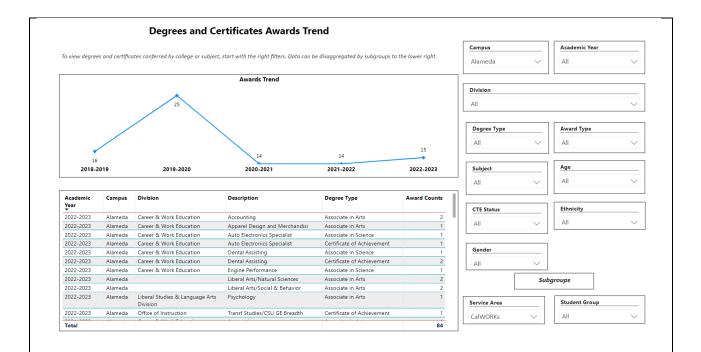
**CARE Program:** Decline of CARE students over time, FY18 through FY23 reflects the graduation rates. As such, the Bundle Programs will focus to rebuild CARE and CalWORKs Programs with dedicated materials for outreach and non-instructional supportive equipment.



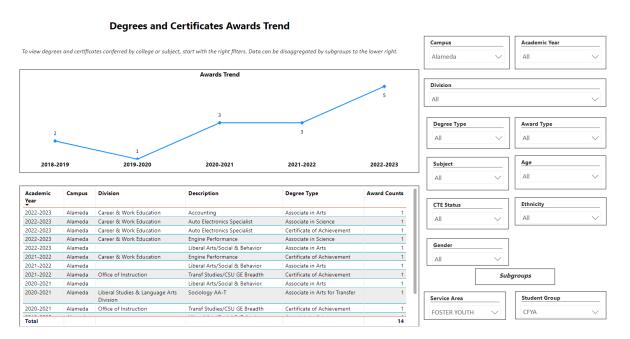
CalWORKs Program: Held steady despite the Covid Pandemic during FY21 and FY22. FY21, we had larger graduating class of CalWORKs students. Cal WORKs graduation rates are steady as shown, FY18 through FY23 when compared to the number of Cal Works that are enrolled in CalWORKs. Right now, we have 30 Cal WORKs students and graduating 10% annually with the exception of FY20 and FY21. This may show that online classes were better for Student Parents, and this is something we should explore further. We can do better but building out our outreach team and working closely with Alameda County Social Services Agency and Community Based Organization is challenging due to dedicated classified professional staffing. As such, the Bundle Programs will focus on rebuilding CARE and CalWORKs Programs with dedicated materials for outreach and non-instructional supportive equipment.



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**Next UP Program:** Shows the highest level of degree graduates despite Covid. This is related to classified professional staff concentrating in the support of Next Up Students by establishing a Peer Mentoring Program and working with securing housing and childcare services in FY22.



For this reporting period, the current data and related reports provided are limited and do not show effectively all the Bundle Programs (i.e., EOPS, CARE, CalWORKs, Next UP and SALAAM



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Programs) by student groups. Student Groups are not available and/or limited to showing how enrollment, retention, and other structural indicators. We need a dedicated institutional research time to support and develop reports that we can use. We have requested assistance and understand the limited scope of just one person dedicated to providing data and reports, even though we are the largest student learning community on campus with over 650 combined.

Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students by using filters to disaggregate the data. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points to support your reflection.

We reported last time a decline in Bundle Programs participants due to the two-year Covid-19 Pandemic. We are now at our pre-pandemic numbers, over 500 students based on the recent BI Tool Reports for the EOPS, CARE, CalWORKs, and Next UP Programs, increased from FY21-22 to FY23-24. However, our ability to retain students poses a different challenge as we have inconsistent academic counseling staffing, right sizing the classified professional staffing and hiring an EOPS Director.

One have secured permanent, classified professional (Staff Assistant) and they are dedicated to 100% of the administrative staffing to EOPS, CARE, CalWORKs, Next UP and SALAAM Programs which is not shared. This is great news. We are waiting for final approval of the candidate.

The lack of a Director of the EOPS Program and adequate professional classified staff is not a sustainable model. In the last six years we moved from a Director of the EOPS to one permanent, classified staff classification, Project Manager, and two hourly classified professionals to fill in the gaps for assisting with retention, data management and reconciliation, outreach/in-reach and program support. In short, we have ONE classified professional doing FIVE PROGRAMS whereas other colleges in the District have dedicated staff for each program.

In the last report, there needs to be a Staff Assistant and Staff Services Specialist, which we have shown in the last five years that funding is available due the hiring of hourly workers. There is a need to have a permanent classified professional to Coordinate the Cal WORKs Program as there are statewide changes from the movement of the Cal WIN to Cal SAWS at the County Level and increase program requirements.

For the College, the student Data 2022-2023 shows that Completion 70 % and Retention 83 % remains high despite covid. The completion and retention remain above 80% overall which has been consistent year after year from FY2018-2019 to FY2022-2023. There were no significant changes in the data presented for students. However, the data is limited because it does not include our Student Groups for EOPS, CARE, CalWORKs, Next UP and/or SALAAM.

The number of EOPS, CARE, CAL WORKS, NEXT UP and SALAAM participants fluctuates because we do not have right staffing requirements to implement paper process to e-file process, no dedicated management and classified staffing which runs counter to legislative mandates for EOPS/CARE Ed Code. As such, the Program Review reflects the needs to staff appropriately, updates all computer



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hardware used by staff to actual support the programs (current desktops PC running at 8 RAMS and processing speed below I -5 which is out of compliance of current DISTRICT IT requirements) and increase outreach services to Pacific Islanders, SWANA, Black Americans male students especially those who are foster care, juvenile probationers, first generation and non-traditional students.

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Describe the department's progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) since the last Program Review/APU.



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SLO and SAO process has been challenging due to the two-year Covid-19 Pandemic. Also, we have not grown structurally from our current staff of professional classified structure and not having sustainable permanent academic counselor.

We have seen census enrollment and productivity slightly increase from FY22 to FY23 for all terms. At the same time, EOPS, CARE, CAL WORKS, NEXT UP and SALAAM Programs are working to offset declines by providing <u>some loaner computers</u>, <u>hot spot devices and ancillary services such as meal vouchers</u> to bridge the gaps; However, we recognize we need to do more and think outside the box for student services. We need restructure our programs and update our staff needs to work differently which has not changed in the last decade. Our number of EOPS, CARE, CalWORKs, Next UP and SALAAM Programs new participants year after year have increased due to the SALAAM Learning Community and we must change our model of delivery, outreach, and staffing structures which our State Program Officers has noted.

We have observed EOPS, CARE, CalWORKs, Next UP and SALAAM Programs degrees and certificates grow compared from FY20 to FY21.

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Overall, I can only note empirical data and firsthand reports from current student workers, peer mentors and academic counselors. As such, please note that the sample size is small, which we must keep in mind when reviewing the data. Our Black and Brown males award rates are lower when compared to Black and Brown females in EOPS/CARE/CALWORKS and NEXT UP. As such, Black and Brown females are matriculating at higher rate which coincides with higher participation rates in the EOPS/CARE/CALWORKS and NEXT UP Programs and overall campus.

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
N/A	N/A	N/A	N/A

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## Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resources requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel:	1.0 FTE - Director of	\$130,000	\$58,500	\$188,500
Administration	EOPS/CARE. Required by			
	EOPS/CARE Ed Code/State			
	Legislation. We have budgeted			
	for this request.			
Personnel: Classified Staff	1.0 FTE - Student Services	\$70,000	\$31,500	\$101,500
	Specialist/Fiscal. We have			
	budgeted for this request.			
Personnel: Classified Staff	1.00 FTE – Coordinator for	\$56,918	\$25,613	\$82,531
	CalWORKs. We have budgeted			
	for this request.			

Resource Category	Description/Justification	Total Estimated Cost
Professional Development:	ConexED, ConexED Milestones and Microsoft	\$5,000
Department wide PD needed	Professional Training – Word, Excel, Outlook and Project from Basic to Intermediate level for Certificated and Classified Staff. We have budgeted for this request.	
Professional Development: Personal/Individual PD needed	Preparing to be Dean and attend ACCA and CSSO Conferences. We have budgeted for this request.	\$2,500

## Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Computer Hardware and Software	For EOPS, CalWORKs and Next Up students to purchase Levano loaner computers, hotspot devices and scientific calculators. CHROME laptops are not usable for the work that our students do.	\$25,000
	We have increased scientific calculators due to increased enrollment of EOPS students who are CTE	



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	and other STEM majors. We have budgeted for this request.	
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies		
Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New		
Technology & Equipment: Replacement		

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms		
Facilities: Offices	In FY22, the move to a smaller space was not a viable strategic decision. We now do not have the capacity to serve students and offices needed for academic counseling and classified professional. We had spaces for CalWORKs and Next UP students to support academic tutoring, safe study respite and gathering for all our students. We need to find a space to fit all our academic counselors and classified staff needs.	
Facilities: Labs		
Facilities: Other		

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials		
Library: Library collections		



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Resource Category	Description/Justification	Total Estimated Cost
OTHER		