PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAM

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

Contact Person: Diane Thompson   Submission Date: Fall 2017

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.

2. Provide comprehensive support services to help students achieve their personal, career and academic potential.

3. Prepare students for transfer and success at four-year institutions.

4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.

5. Provide development education to students who need to enhance their knowledge and understanding of basic skills.

6. Recognize student achievement through awarding degrees, certificates, grants and scholarships.

Program Mission Statement:

The mission of the EOPS/CARE program is to provide "over and above" support services to eligible students challenged by language, social, economic, and educational barriers. EOPS/CARE is committed to assisting students with successfully completing their educational goals and objectives.

(Note: This program mission statement is linked to the Office of Student Services Mission, Values and Philosophy Statement on the PC website; therefore, EOPS/CARE supports the same vision)

Service Area Outcomes:

PRIOR SERVICE AREA OUTCOMES (The following SAOs/SLOs are from the prior cycle and have been completed and we have "closed the loop" of the SAO cycle and determined the following are effective and productive)

• Students who attend the EOPS/CARE orientation will be able to identify the purpose of the program, the services provided, and student responsibilities to remain eligible in the program and achieve their academic goals. The EOPS/CARE orientation is an on-going service and the EOPS team may tweak or modify based on student knowledge after the orientation is administered. However, altogether throughout the SAO assessment process the EOPS team has determined the

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orientation is beneficial and will be a continuous service for our students.

• After completing the second counseling appointment, students will be able to communicate their short and long-term educational goals.

• After completing the third counseling appointment/exit interview, students will demonstrate satisfaction with EOPS/CARE services.

• Students who attend the Career Assessment workshop will be able to identify the career development process, their interests, values, personality type.

• Students who attend the Transfer workshop will be able to identify differences among the CSU, UC, and private colleges, application deadlines, and identify transfer resources.

Program modifications made based on previous program review SAOs or other types of assessments:

 The use of the "EOPS Appointment Checklist" ensures that information discussed with students by the various EOPS Counselors is essentially the same. Students are given a 1st, 2nd and 3rd Checklist at each of the 1st, 2nd and 3rd EOPS Counselor contacts. Specifically, there is a Checklist for each of the three required EOPS Counseling contacts. Each Checklist is tailored to the specific items required for each of the respective three EOPS Counselor contacts in each respective semester.

NEW SERVICE AREA OUTCOMES

SAO 1 / Increase Students' Awareness of Transfer Opportunities and Interest in Transferring to a 4-year University

CSU Fresno was selected in Fall 2016 for the Spring 2017 campus trip. This decision was made to support the recent university decision to name Porterville College a "feeder school". In addition, the majority of EOPS students from the Porterville area tend to transfer to CSU Fresno or CSU Bakersfield therefore, we wanted to highlight a local university option to transfer to after a student completes transfer requirements from Porterville College.

The EOPS/CARE program has offered a campus trip to its students to promote transfer options and increase interest in transferring to a 4-year university.

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division
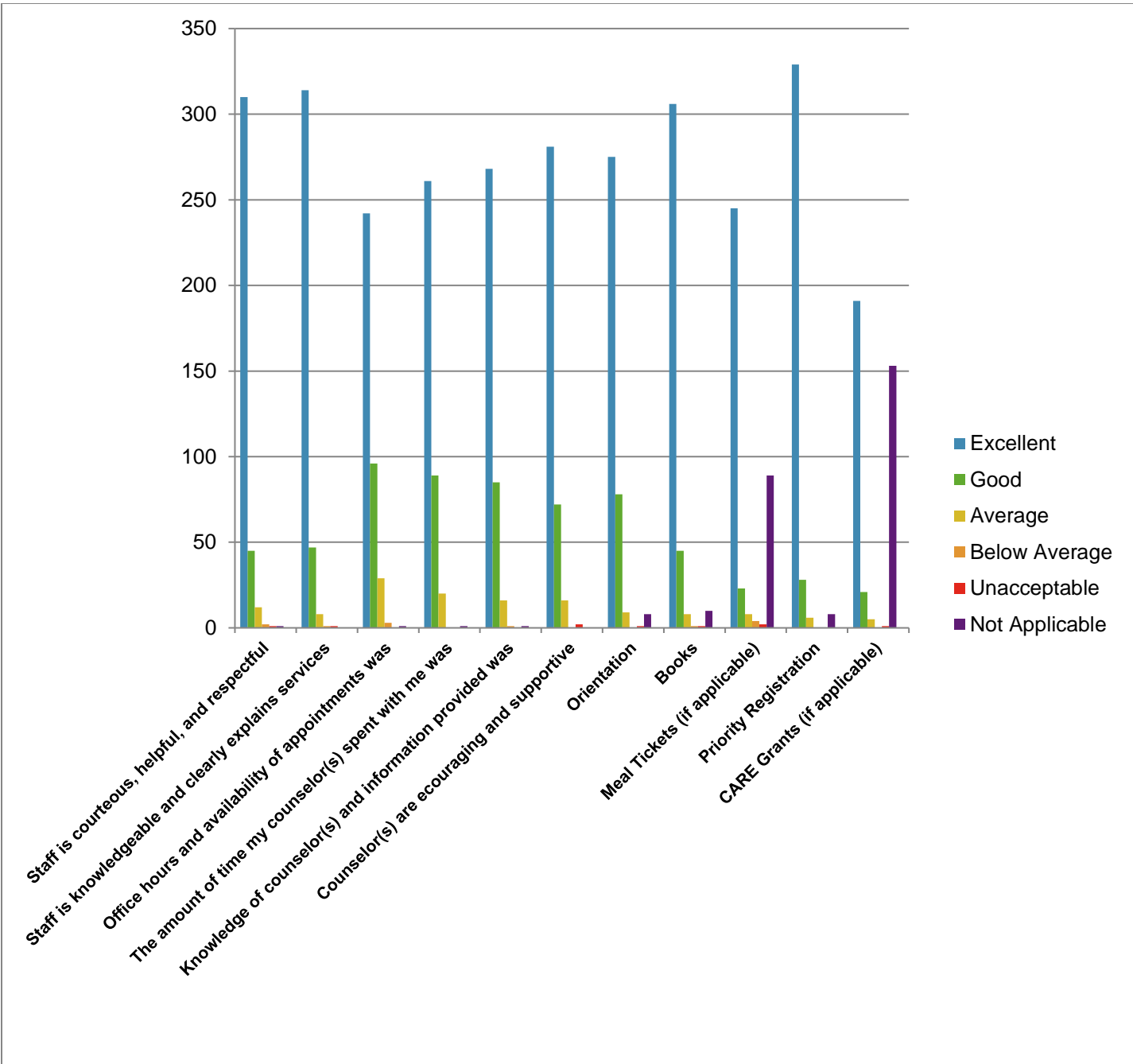
Contact Person: Diane Thompson   Submission Date: Fall 2017

This SAO will measure through a pre and post test administered to students prior to and after campus trip the impact touring a university and hearing from representatives of the university has on increasing students' awareness of transfer opportunities and interest in transferring to a 4-year university. Staff used a pre and post survey to measure the results of a campus trip on our students transfer awareness and interest. In a recent EOPS/CARE SAO meeting staff reviewed results which indicated a 6% increase in the number of students interested in transferring to a 4-year university who participated in the campus trip. Staff discussed adding a Financial Aid and student panel presentation during the campus trip. Staff also decided to revise the survey and implement SAO on a two year cycle. This SAO will be implemented again in Spring 2019.

SAO 2/ EOPS/CARE Support Services will meet Participants' Needs

EOPS/CARE will access if students needs are being met through EOPS/CARE support services by administering a Student Satisfaction Exit Survey. Students complete and submit the Student Satisfaction Survey at their final semester Counseling contact. The Student Satisfaction Exit Survey has been administered to students for many years. Recently, during the EOPS/CARE/CalWORKs Counselors SAO meeting it was decided to modify the survey and implement this SAO on a two year cycle, the next academic year this SAO will be executed is Fall 18. The decision to modify was made in order to differentiate which program each student is receiving services from and measure on a rubric scale students' level of satisfaction with the services offered. Many students receive services from EOPS/CARE and CalWORKs, while others only receive services from EOPS/CARE. The current Student Satisfaction Exit Survey did not allow staff to distinguish from programs, for this reason, the survey will be modified. After discussion, Counselors believe it will be beneficial to gather more succinct survey results to ensure we are continuing to provide quality services that meet students' needs and to give students the opportunity to provide feedback on their level of satisfaction with the services received from the program.

Legend:
- Excellent
- Good
- Average
- Below Average
- Unacceptable
- Not Applicable

Categories (x-axis):
- Staff is courteous, helpful, and respectful
- Staff is knowledgeable and clearly explains services
- Office hours and availability of appointments was
- The amount of time my counselor(s) spent with me was
- Knowledge of counselor(s) and information provided was
- Counselor(s) are ecouraging and supportive
- Orientation
- Books
- Meal Tickets (if applicable)
- Priority Registration
- CARE Grants (if applicable)

SAO 3 / Increase Students' Awareness of Drug and Alcohol Abuse and the Effects it can have on a Student's Educational and Personal Goals

EOPS/CARE Workshop "Drug and Alcohol Abuse" was created during Red Ribbon week in the Fall 2014 for awareness of the effects and consequences of Drug and Alcohol abuse. Fall 2017 is the fourth year the workshop was offered to students. The intention of the workshop is to continue helping students make positive and healthy choices for themselves in regards to Drug and Alcohol abuse and to assist with understanding the matter and how it can affect students' educational and personal goals. The workshop is currently in the loop and will be assessed. This will be the first semester for an SAO on this workshop. Counselor will implement a pre and post test to measure the results of the workshop on students' awareness on the topic. At the end of the workshop, Counselors will meet to discuss pre and post test results and make any necessary adjustments to the workshop. The SAO will be implemented on a two year cycle the next time the SAO will be executed will be Fall 2019.

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

Contact Person: Diane Thompson   Submission Date: Fall 2017

Analysis of Current Performance:

EOPS continues to meet its mission to recruit and retain students affected by language, social, and economic barriers, to increase the number of eligible EOPS students served and to assist our students in achieving their educational objectives and goals. This is including, but not limited to, obtaining job skills, occupational certificates, or associate degrees, and transferring to four-year institutions. The Cooperative Agencies Resources for Education (CARE) serves EOPS students as they seek to break the welfare dependency cycle by supporting them to complete college level educational or training programs so that they may become more employable and economically self-sufficient.

The EOPS/CARE team provides an abundance of academic and support services to all EOPS and CARE students. We strive to help our students obtain their Certificate or Degree, and if they desire, to transfer forward to a CSU or UC.

The EOPS Program provides the following financial and additional "over and above" support services to eligible students:

- Priority Registration
- In person Orientation to EOPS/campus services
- Counselor contacts, 3 required per semester
- 1st Counselor Contact – Student and Counselor create a custom CSEP, Comprehensive Student Ed Plan, (acts as a roadmap to graduation)
- 2nd Contact – Review of Academic Progress and referral to tutoring or other internal or external services needed for retention and ensuring academic progress (student submits a progress report completed by each Instructor)
- 3rd Contact – Counselor ensures student has registered for the next semester, applied for Financial Aid, and completed all program requirements according to the MRC (Mutual Responsibility Contract)
- EOPS Book Vouchers and Meal Cards
- Educational Field Trips to University campuses
- UC & CSU Application Fee Waivers
- Survival Kit (school supplies)
- Free Tutoring
- Educational/Enrichment Workshops
- Lending Library (book loans)
- Phi Theta Kappa Honor Society Membership Fees
- PC Salute" Veterans National Honor Society Membership Fees
- Graduation Cap and Gown
- Graduation Medallion (worn at graduation)

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

Contact Person: Diane Thompson   Submission Date: Fall 2017

The CARE Program provides the following financial support services to all eligible CARE students:

- CARE grant
- CARE book voucher
- Meal card
- School supplies
- Additional tutoring
- CARE Luncheon

Program Strengths and Areas for Improvement:

Students Served: EOPS

2014-2015   514   (40 CARE)

2015-2016   775   (31 CARE)

2016-2017   802   (67 CARE)

KCCD Institutional Research and Reporting chart   **2017-18 Student Services Trend Data-EOPS/CARE**

EOPS Enrollments – Productivity - Outcomes	2014-15	2015-16	2016-17
Retention Rate[5]	91%	91%	93%
Success Rate[5]	76%	74%	76%

CARE Enrollments – Productivity - Outcomes	2014-15	2015-16	2016-17
Retention Rate[5]	96%	91%	93%
Success Rate[5]	82%	76%	73%

Retention rate numerator: Number of course enrollments retained through the semester (grade = A,B,C,P,D,F,NP,I).
Success rate numerator: Number of course enrollments with a successful passing grade (A,B,C,P).

Retention & Success Rate
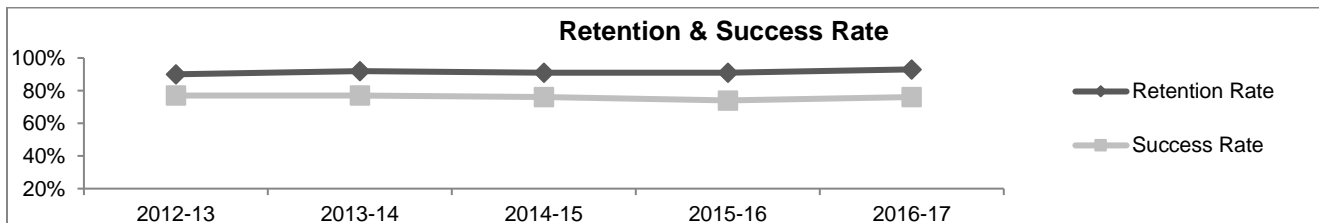
Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

Contact Person: Diane Thompson   Submission Date: Fall 2017

EOPS Awards[6]	2014-15			2015-16			2016-17		
	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert
*Accounting Paraprofessional									2
Administration of Justice	2	10	7	9	8	10	11	7	5
Agriculture: Production		3			4			2	
Biological & Physical Science		24			25			16	
Business		2						3	
Business Administration	8	4		3	4		11	1	
Child Dev Associate Teacher			1			3			4
Child Dev Teacher Permit			1			2			2
Child Development		8			11			14	
Communication Studies	7		11	4		5	7		
Emergency Medical Tech 1									2
*Emergency Medical Technology						2			2
English		2							
Fire Tech Structural Fire Figh			1			1			
History	1			2			2		
Industrial Maintenance									2
Industrial Technology			3						9
Information Systems		3	1		3	1			
*Instructional Aide K-12									
Liberal Arts/Arts & Humanities		7			9			14	
Liberal Arts/Math & Science		4			7			5	
Liberal Arts/Social & Behvrl		13			20			15	
Mathematics	2	1		1					
Mental Health/Substnce Abuse			7			7			
Nursing		2			3			3	
*Office Technology									

EOPS Awards[6]	2014-15			2015-16			2016-17		
	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert
*Photography									
Psychiatric Technology			5			7			10
Social Science		24			24			25	
Studio Art	2			1			1		
*Vocational Nursing (PC)									
*Wildland Firefighting									2
Total Awards by Type	**22**	**107**	**37**	**20**	**118**	**38**	**32**	**105**	**40**
Percentage Awards by Type	**7%**	**39%**	**54%**	**13%**	**34%**	**53%**	**22%**	**24%**	**53%**
Total Awards	**166**			**176**			**177**		

CARE Awards[6]	2014-15			2015-16			2016-17		
	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert
Total Awards by Type	**2**	**15**	**3**	**3**	**10**	**7**	**2**	**12**	**4**
Percentage Awards by Type	**10%**	**75%**	**15%**	**15%**	**50%**	**35%**	**11%**	**67%**	**22%**
Total Awards	**20**			**20**			**18**		

Source: Cognos Report (August, 2017)

[1] **Student Headcount**, *Unduplicated*: Number of students enrolled on census day, where each student is counted one time.

[2] The "Not Reported" category for Gender and Age were excluded.

[3] **Enrollment at Census**: Every course in which students are enrolled on census day.

[4] Acronym **FTES** represents full-time equivalent students.

[5] **Success rate numerator:** Number of course enrollments with a successful passing grade (A,B,C,P).

   Retention rate numerator: Number of course enrollments retained through the semester (grade = A,B,C,P,D,F,NP,I).

   Success and Retention rate denominator: Number of enrollments retained (grade = A,B,C,P,D,F,NP,I), dropped after census day (DR), and withdrawn (W).

[6] **Awards:** Includes awards for students receiving EOP&S within 6 years of earning an award. An '*' indicates that the program major does not exist in 2016-17 college catalog.

PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAM

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

Contact Person: Diane Thompson   Submission Date: Fall 2017

The EOPS/CARE staff provides excellent support services to their students and the staff is committed not only to their students, but also to the college and district in general. The staff is actively involved in many campus and district committees as well as in community events and partnership opportunities.

One of the strengths of the program is that counselors quickly build rapport with the students during the time they spend with them. Each student sees an EOPS counselor three times per semester.

The first contact includes the completion of a Student Educational Plan; the second contact is to review the student's academic progress; and the last is the exit contact. During the exit contact the counselor reviews key information that students need to be aware of for the next semester (i.e. registration, financial aid status.)

One of the keys to student success is follow-up and monitoring of student progress utilizing the Progress Report. Each student is required to bring in a completed form in which instructors indicate the student's current class status. This process continues to be one of the strengths that EOPS continues to conduct. The Progress Report allows the EOPS staff to provide proactive solutions to academic concerns that may potentially prohibit a student from achieving his or her educational goal. Examples of proactive solutions include tutorial referrals, encouraging students to engage in serious conversations with instructors during office hours, formation of student study groups, withdrawing from courses prior to the withdrawal deadline, or reviewing assessment test results and amending Student Educational Plans (SEP) to reflect a new major or course sequence to be taken by the student.

 • Semester by Semester Checklist

 • 3 Counseling Contacts

 • Walk-in Counseling every Tuesday throughout the semester

 • Quality Counseling tailored to the individual needs of each student

 • Tutoring Referrals

 • Wrap Around (bundled services)

• Collaboration across all Student Services Programs

 • CARE workshop/Luncheon with Guest Speaker from the Family Crisis Center

 • Faculty/Counselors are represented on committees across campus in order to ensure we are advocating for the needs of our students and participating in the college planning and discussion processes

 • Continuing participation in the PC Connection priority registration event for local high school seniors

Name of Program/Operational Area: California Work Opportunity and Responsibility to Kids (CalWORKs)/Student Services

Contact Person: Diane Thompson   Submission Date: Fall 2017

EOPS Program Strengths:

During the 2017-18 Academic Year - Hired an Educational Advisor for additional student contacts and support.

During the 2016-17 Academic Year - Implemented CalFresh Marketing (free water bottles with CalFresh info on the bottle as an encouragement and reminder to stay hydrated and to apply for CalFresh benefits)

During the 2017-18 Academic Year - Staff Development/Professional Development Team Meetings moved from monthly to every three weeks (combined EOPS, CARE, CalWORKs and DRC programs) to discuss best practices, share resources, and how to best streamline our processes. The programs have grown significantly in the last few years so these additional trainings will also offer team building and a space for shared team support.

EOPS Book Services have steadily increased each year.

Awarded by Type	2012-13		2013-14		2014-15		2015-16		2016-17	
	Students	Amount Awarded	Students	Amount Awarded	Students	Amount Awarded	Students	Amount Awarded	Students	Amount Awarded
Resources										
EOP&S - Book Services	448	$134,650	483	$199,229	455	$182,700	750	$317,546	711	$363,720

Outreach:

• Advertising on city buses for the CARE program

• Outreach participation and a presentation at the Porterville College Student Athlete Orientation

• Outreach participation in the Veteran's Welcome Back Workshop

• Outreach participation in the Wounded Warrior Project Benefit Race

• Outreach participation in the Foster Youth Welcome Back Workshop

• Participation in the Foster Youth Support Program Welcome Back Event

• Outreach tabling: Ed Advisors make weekly visits to the local high schools and provide marketing materials and discuss the benefits of the EOPS program with local high school students

• Participation tabling at Welcome Week at PC

• Participation in the PC College/Financial Aid Night at Porterville College (high school students and parents were invited to attend)

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

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- Participation in "Pirate Path to Success Program" meeting on campus at PC

- Participation in the "Become a Pirate in a Day" event at PC

- Participation in PC "College Fair", sponsored by the Transfer Center at PC

- Participation in the "VIP Experience" at the campus Bookstore

- Outreach meeting and PREZI presentation at Proteus of Porterville; information and updates on the EOPS/CARE program were provided in an effort to increase our CARE numbers

- A new partnership was spearheaded and established by EOPS staff with JJ Cairns High School in Lindsay, CA

- Outreach and a new EOPS PREZI presentation was provided at Owen's Valley Career Development Center (to target our Native American community in the surrounding areas and encourage enrollment at Porterville College)

- Outreach participation at the Owen's Valley Career Development Center "Unity for Community Resources" Event

- Outreach participation on the Towanits Indian School "College Registration, Financial Aid and Scholarship Workshop"

- Outreach participation in the Owens Valley Career Development Center "Community Meeting/Resource Fair"

- Participation in and outreach presentation to Strathmore High School seniors

- Presentations in Porterville College classes across all disciplines (Faculty/Staff can submit an online request and an EOPS staff person will market and show the new EOPS PREZI to the students in an effort to bring awareness of the supportive resources available to students)

- Videos on the EOPS/CARE page on the PC website have student testimonials

- Utilization of EOPS interns who are also EOPS students to help out with EOPS office work

Growth of the program and increase in EOPS and CARE numbers has led to streamlined processes and wrap around or "bundled" services which ensures efficiency of allocated and human resources; thus supporting student matriculation and success. For example, many EOPS students are receiving services in EOPS/CARE and CalWORKs. Staff refers and encourages eligible students to apply for and receive services in multiple programs. We feel this is a benefit to our students because they can maximize the utilization of all support services.

PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAM

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Goals: (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Comprehensive and user friendly webpage			

Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

Item 1___   Item 2_x__   Item 3__x_   Item 4___   Item 5___   Item 6___

 Progress on Goal:

__x_ Completed   (Date Fall 2016)

____Revised   (Date   )

 Comments: All counselors and staff provided input to improve the webpage.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. To improve the tracking of funds allocated to students awarded meal cards and book vouchers			

Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

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Contact Person: Diane Thompson   Submission Date: Fall 2017

 Item 1___   Item 2_x__   Item 3__x_   Item 4___   Item 5___   Item 6___

Progress on Goal:

__x__ Completed   (Date Fall 2015)

____Revised   (Date   )

Comments: Internal audit on random invoices received from Barnes and Noble to ensure books purchased were for EOPS students only. Purchased debit meal cards to avoid potential duplication of the previously paper punch style cards.

Goals (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. SAO 1 Increase Students' Awareness of Transfer Opportunities and Interest in Transferring to a 4-year University	Spring 2019	None	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___   Item 2_x__   Item 3__x_   Item 4___   Item 5___   Item 6___

 Progress on Goal:

___ Completed   (Date   )

____Revised   (Date   )

Name of Program/Operational Area: EOPS/CARE, Extended Opportunity Program and Services and Cooperative Agencies Resources for Education, Student Services Division

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. SAO 2 Implement Student Satisfaction Exit Survey to measure Support Services are meeting Participants' Needs	Fall 2018	None	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

Item 1 __X__   Item 2_____   Item 3_____   Item 4_____   Item 5_____   Item 6_____

Progress of Goal:

_____Completed   (Date   )

_____Revised   (Date   )

Comments:

Goals (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
3. SAO 3 Increase Students' Awareness of Alcohol Abuse and the Effects it can have on a Student's Educational and Personal Goals	Fall 2019	None	Staff time

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Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

Item 1 __X__   Item 2_____   Item 3_____   Item 4_____   Item 5_____   Item 6____

Progress of Goal:

_____Completed   (Date   )

_____Revised   (Date   )

Comment:

STAFFING REQUEST

Staff Resources:

Current Staffing Levels Full time Staff (FTE)		**Part time Staff (FTE)**	
Faculty	3 full time Counselors (one serves.5 as EOPS Coordinator and 2 also work with CalWORKs students. One Counselor is assigned as full time EOPS Counseling)	Faculty	
Temporary		Temporary	2 part-time Counselors
Classified	1 Department Assistant III 1 Program Tech 1 Educational Advisor	Classified	2 student interns
Management	1 Director	Management	

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Request for New/Replacement Staff

Use one line for each position requested. Justify each position in the space below.

	Title of Position	**Classification** (Faculty, Classified, or Management	**New or Replacement**
Position 1			
Position 2			
Position 3			

Justification: (Address each position requested)

BUDGET REQUEST

	Current Budget	**Amount of Increase**	**Revised Total**
2000 (Student)	97,134.82		
4000	5,598.99		
5000	22,278		
Other 7000	349,728		

Justification: (include justification for each amount of increase requested.)