

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

**Student Services Area:** EOPS/CARE/NextUp

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**Academic Year:** 2018-2019

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## I. Student Services Area Overview

*The **Area Overview** should reflect the consensus of the staff within the student services area. It is meant to provide a broad understanding of the area, current trends related to the area's mission, and how the area serves to meet the overall mission or goals Norco College. The following reflects the general guidelines followed by the service areas in completing their area overview. (I.1.-I.5. contains brief, succinct narrative for each area; should be about 2 pages in length.)*

### 1. Mission Statement

We are committed to supporting the educational aspirations of students from historically underserved backgrounds with high quality support services that empower them with the tools to excel at Norco College and beyond. (Revised 2016)

### 2. Philosophy Statement

Norco College EOPS/CARE participants are treated with respect and valued for what they bring to the college and program. Our services are founded on a community-based model that promotes genuine care and commitment by staff for our students; expects participants to fulfill their program responsibilities; and works collaboratively with staff and faculty at the campus to provide holistic services to support student success. (Drafted 2010)

### 3. Summary

EOPS (Extended Opportunity Programs & Services) is a comprehensive academic support service program that has assisted over 2 million students from low-income, first-generation college backgrounds to achieve their educational goals in California's community colleges since 1969. CARE (Cooperative Agencies Resources for Education) is an extension of EOPS for single parents/heads of households receiving CalWORKs/TANF cash aid that have at least one child 13 years old or younger. Phoenix Scholars (formerly Foster Youth Support Services) provides over and above services for current and former foster youth who participate in EOPS by linking resources on-and off-campus to support their educational experience at the college. Together, these programs provide the following services:

- Dedicated academic, career, and personal counseling

- Priority registration
- Book service to assist students with offsetting the cost of their required textbooks
- Over and above tutoring support (additional time and access to online tutoring)
- Transportation assistance
- Transfer support for those planning to continue their education in a four-year higher education institution

## 4. Strengths

1. EOPS maintained a cohort between 300 and 350 students each term.
2. A total of 78 students graduated and/or transferred in spring 2019.
3. Collaborated with RCCD and sister colleges to secure CAFYES (NextUp) funding to increase and strengthen services for EOPS foster youth students. EOPS received a funding augmentation of \$397,500 for operational costs and a one-time allocation of \$243,000 to establish a foster youth center (Phoenix Scholars Center).
4. The program hosted the 9th Annual EOPS/CARE Celebration of Success recognition dinner to honor the 78 EOPS students graduating, earning certificates, or transferring to four-year colleges and universities.
5. Foster Youth Success Committee (FYSC) collaborated with CNUSD to sponsor the first ever Senior Day. Twenty-two seniors from the Corona-Norco Unified School District and Murrieta area attended the event. The event was focused on onboarding activities to enroll students at NC.
5. EOPS collaborated with the Foster Youth Support Network to sponsor the Annual Foster Youth College Bound Day. A total of eighteen 9<sup>th</sup>, 10<sup>th</sup>, and 11<sup>th</sup> graders from local high schools attended the event. This year, the goal was to expose foster youth students to college life and career options. Attendees were given opportunities to participate in hands-on activities in music industries, STEM, and supply chain technology.
6. Convened two EOPS/CARE/NextUp Advisory Committee meetings in fall 2018 and spring 2019 as required by CCC Chancellor's Office.
7. Provided \$470 textbook voucher to full time students and \$235 to part time students.

## 5. Students Served

In fall 2018, EOPS served 307 students of which 22 were CARE and 28 were foster youth. In spring 2019, EOPS served 334 students of which 18 were CARE and 33 were foster youth, for a total unduplicated headcount of 430 students for the 2018-19 academic year. The EOPS/CARE population represents a segment of Norco College's student body that is considered highly at-risk due to a combination of factors including financial and academic challenges, and first-generation college backgrounds.

### • Fall 2018:

- o 67.4% Hispanic\*, 5.5% Black\*, 19.2% White, .09% Asian-Pacific Islander, .03% American Indian or Alaska Native
- o 68% female and 32% male
- o 93% of EOPS students completed 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> contact as required by program guidelines.

### • Spring 2019

(Demographic data is not yet available)