STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: EOPS/CARE/NextUp

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Academic Year: <u>2018-2019</u>

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 9th, 10th, and 11th 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 1st, 2nd, and 3rd contact as required by program guidelines.

• Spring 2019
(Demographic data is not yet available)

II. Assessing Outcomes

1.A. Report on 2018-2019 Assessment Plan and Objectives for Student Services Area:

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Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

1. Completion of comprehensive Student Education Plan
2. Achieve high fall to spring persistence rate
3. Achieve high course completion rate
4. Improved GPAs

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B)Moved to Strengths C) Discontinued (please state why)
1.	Completion of Comprehensive SEP	SAO	Goal 1-Objectives 1.1, 1.2, 1.5 (improve transfer preparedness, transfer rate, and completion of degrees and certificates.	95% of all EOPS students will complete and/or maintain a comprehensive SEP on file.	Fall 2018 SEP completion rate (tracked in the program database and in OnBase system.	As of fall 2018, 100% (307) students completed or maintained an SEP.	None	SAO will be continued because SEPs are required for participants to remain eligible for program services.
2.	Achieve high Fall to Spring retention rate	SAO	Goal 1-Objective 1.4 (improve persistence rate)	EOPS students will persist at a higher rate than the general student population (minimum: 85%)	Fall 17 to spring 18 retention rate (Institutional Research, Power BI)	The EOPS student Fall 17 to Spring 18 retention rate was 91.4% (317 out of 347) compared to the general student population rate of 64.8%.	Need more recent data from institutional research (Fall 18-Spring 19 retention rate).	Continued. Fall-to-fall retention rate will also be tracked in the future.

	Objective	SLO/SAO	Relevance	Assessment Criteria	Assessment Measure	Findings	Improvement Recommendations	Continued/Status
3.	Achieve high course completion rate	SAO	Goal 1-Objective 1.6 (improve success rates)	EOPS students will achieve higher course completion rate than the general student population (Minimum: 75%)	Fall 2018 Course Completion Rate (Institutional Research, Power BI)	The Fall 2018 course completion rate of EOPS students was 77.8% compared to the general student population rate of 68.3%.	None	Continued
4.	Improve GPAs	SAO	Goal 1-Objective 1.1 (improve transfer preparedness: 60 units with a 2.0 GPA or higher)	EOPS students will achieve a higher cumulative GPA average than the general student population (minimum: 2.75)	Fall 2018 cumulative GPAs (Institutional Research, Power BI)	The fall 2018 average GPA for EOPS students was 2.87 compared to the general student population average of 2.64.	None	Continued

*Please see appendix for description.

II.2.A. 2019-2020 Assessment Plan for Student Services Area:
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Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

1. Completion of comprehensive Student Education Plan
2. Improved fall-to-spring and fall-to-fall persistence rates
3. Improved course completion rates
4. Improved cumulative average GPAs
5. Improved transfer rate and completion rates of certificates and degrees.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)
1.	High Completion of Comprehensive SEPs	SAO	Goal 1-Objectives 1.1, 1.2, 1.5 (improve transfer preparedness, transfer rate, and completion of degrees and certificates.	98% of all EOPS students will complete and maintain a comprehensive SEP on file.	Spring 2020 SEP completion rate (tracked in the program database and in OnBase system.	Spring 2020	TBD

2.	Improved Fall-to Spring and Fall-to-Fall retention rates	SAO	Goal 1-Objective 1.4 (improve persistence rate)	EOPS students will persist at higher rates than the general student population (minimum: 87% per term)	Fall 18 to fall 19 retention rate and fall 19 to spring 20 retention rates (Institutional Research, Power BI)	Spring 2020	TBD
3.	Improved fall and spring course completion rates	SAO	Goal 1-Objective 1.6 (improve success rates)	EOPS students will achieve higher course completion rates in fall and spring than the general student population (Minimum: 78%)	Fall 19 and Spring 20 course completion rates (Institutional Research, Power BI)	Spring 2020	TBD
4.	Improved cumulative average GPA	SAO	Goal 1-Objective 1.1 (improve transfer preparedness: 60 units with a 2.0 GPA or higher)	EOPS students will achieve a higher cumulative average GPA than the general student population (minimum: 2.90)	Fall 2018 cumulative average GPA (Institutional Research, Power BI)	Spring 2020	TBD
5.	Improved transfer rate and completion rates of certificates and degrees.	SAO	Goal 1-Objectives 1.2 and 1.5 (Increase transfer rate and increase completion rates of certificates and degrees).	Data not yet available.	To be determined by Institutional Research.	Summer 2020	TBD

*Please see appendix for description.
**More detailed description on the following page.

II.2.B.   2018-2019 Assessment Plan Findings/Data Analysis

SLO/SAO #1: 95% of EOPS participants will complete and maintain a Comprehensive Student Education Plan.

Findings/Data Analysis: Goal was achieved.

As of fall 2018, 100% (307) students had a comprehensive Student Education Plan on file compared to the general student population rate of 62.3%. Newly admitted students complete a comprehensive plan in fall of each year. Continuing students update their SEP each term during one of two required counseling contacts.

Improvement Recommendations
None. The SAO will be continued because it is one of the primary services EOPS provides and it is required for participants to remain in good standing. The minimum performance target will be kept at 95%.

SLO/SAO #2: EOPS students will achieve a higher fall to spring retention rate than the general student population but no less than 85%.

Findings/Data Analysis: Goal was achieved based on most recent data available.

The fall17 to spring 18 EOPS retention rate was 91.4% (317/347). This is the most recent data available. The rate achieved by EOPS students was significantly higher than the general student population rate of 64.8%.

Improvement Recommendations

The SAO will be continued because state funding is highly dependent on the program's ability to retain and serve participants in consecutive terms. Fall-to spring as well as fall-to-fall retention rate will also be measured in the future. The fall-to-spring target retention rate will be increased. Data is needed to set the minimum fall-to-fall retention rate.

SLO/SAO #3: EOPS students will achieve a higher course completion rate than the general student population but no less than 75%.

Findings/Data Analysis: Goal was achieved.

The fall 2018 EOPS course completion rate was 77.8% compared to the general student population rate of 68.3%.

Improvement Recommendations
The SAO will be continued but the target rate will be increased to 78% for fall and spring.

SLO/SAO #4: EOPS student will achieve a higher cumulative GPA than the general student population but no less than 2.75 average.

Findings/Data Analysis: Goal was achieved.

The fall 2018 EOPS students' average cumulative GPA was 2.87 compared to the general student population of 2.64.

Improvement Recommendations
The SAO will be continued but the target cumulative GPA average will be increased to 2.90.

III. Needs Assessment

1. Staffing Level
Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.

- Part-time Director-Dean of Grants and Student Equity Initiatives (25% time and effort)
- EOPS Administrative Assistant II (100% time and effort)
- EOPS Educational Advisor (100% time and effort)
- EOPS/CARE Counselor (100% time and effort)
- EOPS/NextUp Adjunct Counselor (.67 assignment)
- NextUp Student Success Coach (100% time and effort)
- NextUp Student Resource Specialist (25% time and effort)
- EOPS Student Employees (4)

2. Staffing Profile
Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019 - 2020	2020-2021
Administration FT					0	1	1
Administration PT					1	0	0
Classified Staff FT					2	2	2
Classified Staff PT					0	0	0
Confidential Staff FT					0	0	0
Faculty FTE Full time					1	2	2

Faculty FTE Part time					1		0	0
Total Full Time Equivalent Permanent Staff					4		5	5
Short Term Staff								
Student Workers								

3. Improvement Areas
Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- Prior to 2018-19, the Dean of Student Services provided oversight of the EOPS/CARE Program. In 2018-19, the Dean of Grants and Student Equity Initiatives provided oversight, as well as a variety of other programs and services, making day to day oversight nearly impossible. As of May 30, 2019, the program is serving approximately 360 students. The program is limited in growth because EOPS regulations require that the program employ a full-time director with institutional funds if it plans to serve 500 or more students. In 2018-19, the CCC Chancellor's Office approved NextUp (CAFYES) funding to serve up to 75 EOPS/foster youth students. The EOPS/CARE/NextUp operation is also being merged with CalWORKs in 2019-2020 and oversight will be provided by the Dean of Special Funded Programs. Due to the EOPS/CARE/NextUp program expansion and the merge with CalWORKs, a full time director is needed more than ever. These programs are heavily regulated by the chancellor's office and require meticulous record keeping and reports throughout the academic year. A full time director would ensure the programs are running effectively, efficiently, and according to state regulations. EOPS/CARE/NextUp/CalWORKs is positioned to make significant contributions towards the new Vision for Success funding formula because it serves primarily low income, first-generation college students. However, growth and collaboration is limited until a full time director is hired.

4. Staff Needs
NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2018-2019 **Please be as specific as possible when offering a justification.** Place titles on list in order (rank) of importance.	Indicate N = New R=Replacement I = Increase time	**Annual TCP*** TCP for employee
1. Director, EOPS/CARE/NextUp & CalWORKs Justification: The EOPS/CARE/NextUp operation is also being merged with CalWORKs in 2019-2020 and oversight will be provided by the Dean of Special Funded Programs. Due to the EOPS/CARE/NextUp program expansion and the merge with CalWORKs, a full time director is needed more than ever. These programs are heavily regulated by the chancellor's office and require meticulous record keeping and reports throughout the academic year. A full time director would ensure the programs are running effectively, efficiently, and according to state regulations. EOPS/CARE/NextUp/CalWORKs is positioned to make significant contributions towards the new Vision for Success funding formula because it serves primarily low income, first-generation college students. However, growth and collaboration is limited until a full time director is hired. A full time director for this program has been requested the past five years but has yet to be granted despite the program's clear evidence of successful outcomes each year.	N	**$167,265**
2.NextUp Counselor Justification: In 2018-19, Norco College was awarded the NextUp Program (CAFYES). NextUp is a subprogram of EOPS (like CARE) and includes its own funding stream. The new funding requires EOPS to increase the number of foster youth being served to a minimum of 75. To meet the increased total number of EOPS students being served and to maintain consistency in advising foster youth, it is necessary to hire a full-time, non-tenure track counselor.	N	$126,472

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (*Not* including technology) Needs *Not* Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2018-2019 **Please list/summarize the needs of your unit below.** **Please be as specific as possible.** Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. NONE Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs <u>Not</u> Covered by Current Budget
NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

								Annual TCO*		
Priority	**EQUIPMENT REQUESTED**	**New (N) or Replace-ment (R)?**	**Program: New (N) or Continuing (C)?**	**Location (i.e Office, Classroom, etc.)**	**Is there existing Infra-structure ?**	**How many users served ?**	**Has it been repaired frequently ?**	**Cost per item**	**Number Requested**	**Total Cost of Request**
1. Usage / Justification	**NONE**									
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs *Not* Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2018-2019 **(Remodels, Renovations or added new facilities)** Place items on list in order (rank) of importance.	Total Cost of Request
1. NONE <u>Justification:</u>	
2. <u>Justification:</u>	
3. <u>Justification:</u>	
4. <u>Justification:</u>	
5. <u>Justification:</u>	
6. <u>Justification:</u>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs _Not_ Covered by Current Budget*

List Professional Development Needs for Academic Year 2018-2019 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific as possible**. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) of importance.	Cost per item	Number Requested	Total Cost of Request
1. NONE Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

9. SAFETY NEEDS <u>*not*</u> covered by current budget

List Safety Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. NONE <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

9. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. NONE Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
   a. By providing educational opportunities
   b. By celebrating diversity
   c. By promoting collaboration

2. Provides support and encouragement through
   a. Innovative approach to learning
   b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:
- *SLO- Students will learn the services available through WebAdvisor.*
- How it is linked to the Mission Statement:
  - *2b – Provides support and encouragement through application of emerging technologies.*