



*Departmental Services Outcomes*  
*Measuring Success to Improve Teaching and Learning*

Department/Unit **Extended Opportunity Programs and Services (EOPS)**

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I	II	III	IV
<b>Expected Outcomes</b> (Student Service Outcomes, Student Service Outcomes, and/or Service Area Outcomes)	<b>Assessment Plans</b> (How will you measure your success? Include assessment method and how, what, when, and who)	<b>Assessment Results</b> (Describe results of the assessment. Include main findings, date, and report author.)	<b>Implications and Plans for Improving Results</b> (What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?)
To make learner success its core focus, enhance and provide opportunities to prospective students about Coastline’s programs and accessibility to higher education through the College’s student-focused services and support programs.	Departmental Outreach Report documents and records from the Outreach Coordinator.	From departmental Outreach Documents per year: 2008-09 = 14,021 outreach 2009-10 = 9,137 outreach 2010-11 = 18,477 outreach	On-going operational outcome and outreach.
To advance and sustain the College’s capacity for student success, maintain levels of services and funding to students of great diversity and educationally disadvantaged.	EOPS Departmental Budget Data: 2008-09; 2009-10; 2010-11 (Allocation).	From the EOPS Departmental budget data per fiscal year: 2008-09 = \$342,296 + augmentation \$7,196 = \$349,492 (EOPS) = \$33,518 (CARE) 2009-10 = \$206,548 (EOPS) = \$20,135 (CARE) 2010-11 = \$208,495 (EOPS) = \$19,129 (CARE)	The EOPS Department relies on State allocation changes on an annual basis. Also, State formulas are currently under consideration that affect department budget.



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To increase student access and improve persistence, retention, and completion, the department will increase the number of EOPS students to complete education plans for A.A. degrees.	EOPS Student Demographic Data (MIS) from fiscal years: 2008-09, 2009-10, 2010-11.	EOPS Student Demographic Data from fiscal years: 2008-09 = 18% or 41 2009-10 = 18% or 31 2010-11 = 17% or 26	On-going operational outcome and documentation assessed on an annual basis.
To increase student access and improve persistence, retention, and completion, the department will increase the number of EOPS students to complete education plans for Certificates.	EOPS Student Demographic Data (MIS) from fiscal years: 2008-09, 2009-10, 2010-11	EOPS Student Demographic Data from fiscal years: 2008-09 = 3% or 6 2009-10 = 2% or 4 2010-11 = 3% or 6	On-going operational outcome and documentation assessed on an annual basis.
To increase student access and improve persistence, retention, and completion, the department will increase the number of EOPS students to complete education plans for Certificates and A.A. degrees.	EOPS Student Demographic Data (MIS) from fiscal years: 2008-09, 2009-10, 2010-11	EOPS Student Demographic Data from fiscal years: 2008-09 = 4% or 9 2009-10 = 3% or 6 2010-11 = 7% or 11	On-going operational outcome and documentation assessed on an annual basis.
To increase student access, retention, completion and transfer, the department will increase the number transfers by EOPS students to 4-year institutions.	EOPS Student Demographic Data (MIS) from fiscal years: 2008-09, 2009-10, 2010-11	EOPS Student Demographic Data from fiscal years: 2008-09 = 75% or 167 2009-10 = 77% or 135 2010-11 = 69% or 107	On-going operational outcome and documentation assessed on an annual basis.



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To advance and sustain the College's capacity for student success, the department will provide EOPS students with comprehensive services such as counseling, recruitment, priority registration, orientation, transition and transfer, financial aid, workshops, child care, tutoring, curriculum development and special classes within a decentralized campus.	Documentation from SARS Reports contacts from counselors and advisors; internal department records.	Data from SARS Reports and internal documentation from the following fiscal years: 2008-09 = 5,499 contacts 2009-10 = 5,339 contacts 2010-11 = 6,772 contacts	The comprehensive services provided by the EOPS Department has resulted in students, who participate in all activities of the program, instilled with confidence in their abilities, recognition of their self-resiliency, and ability to succeed in education, careers, and in their personal lives.
Learner success centered, the department will increase the number of EOPS students to graduate with A.A. degrees.	EOPS Student Demographic Data (MIS) for fiscal years: 2008-09, 2009-10, 2010-11	Data from EOPS Student Demographic (MIS) from the following fiscal years: 2008-09 = 12% or 26 2009-10 = 10% or 17 2010-11 = 8% or 12	On-going operational outcome that is reviewed on an annual basis.
To advance and sustain the College's capacity for student success, the department will increase the number of EOPS students to receive scholarships.	EOPS Student Demographic Data (MIS) for fiscal years: 2008-09, 2009-10, 2010-11	Data from EOPS Student Demographic (MIS) from the following fiscal years: 2008-09 = 16% or 36 2009-10 = 31% or 55 2010-11 = 30% or 46	On-going operational outcome that is reviewed on an annual basis.



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To advance and sustain the College's capacity for student success, the department will increase the number of EOPS students to graduate with Certificates.	EOPS Student Demographic Data (MIS) for fiscal years: 2008-09, 2009-10, 2010-11	Data from EOPS Student Demographic (MIS) from the following fiscal years: 2008-09 = 2 2009-10 = 2 2010-11 = 2	On-going operational outcome that is reviewed on an annual basis.