### Data and Analysis

### Department/Program Data

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|  | Current Year 2013-14 | Previous Year 2012-13 | Two Years Prior 2011-12 |
| Number of Full-Time Classified | 3 | 3 | 3 |
| Number of Full-Time Faculty | 0 | 0 | 0 |
| Number of Full-Time Managers | 0 | 0 | 0 |
| Number of Works-Study Students | 2 | 1 | 1 |
| Number of Part-Time Faculty | 3 | 3 | 2 |
| Number of Part-Time Managers | 10% | 10% | 10% |
| Students Served Annually | 150 | 152 | 175 |
| Total Non-Restricted Annual Budget | $276,351 | $227,624 | $236,474 |

### Department/Program Activities

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| Please list areas of responsibility and any seasonal activities (i.e. heavy enrollment periods for A/R) that may impact your department/program.  The EOPS Department provides services to eligible EOPS students and are designed to address obstacles and help students achieve their educational goal(s): Associate's degree, Certificate and/or preparation for transfer to a 4-year institution. The department’s program benefits and services are:   * Priority Registration * Individualized and Group Academic Counseling * Academic Progress Monitoring * Assistance with Transfer Goal-Setting and Applications * Textbook Assistance (vouchers and book loans) * Skills-Building Workshops * Tutoring * Grants and Emergency Loans * Student Recognition/Award Events   CARE is a supplemental program to EOPS designed to provide the extra help a single parent may need to achieve his or her academic and career goals, and end their dependency on public assistance. Every CARE student is an EOPS student. The student must meet both EOPS and CARE program eligibility requirements.  CARE program services for eligible students include all those listed at the EOPS Program Description above AND these additional benefits:   * Help with food and transportation * Referrals to outside agencies * CARE grants   Heavy enrollment periods are in the Fall – new EOPS enrollments- July, August, and September for priority registration periods. The department personnel provides workshops, orientation (Fall and Spring), registration, and assistance throughout the academic year. Planning for the EOPS/CARE Adopt-A-Family event and Toy Drive July through December and preparation for the Annual EOPS Recognition Awards (in May) takes place December through April.  **2012-13 Program Highlights**:   * In Fall 2012, forty-five (45) students were recognized for having GPAs between 3.0 and 4.0. * In Spring 2013, forty-three (43) students were recognized for having GPAs between 3.0 and 4.0. * In Spring 2013, forty-one (41) students successfully competed for scholarships provided by the Coastline Foundation and outside agencies. * In December 2012, Fifty (50) EOPS parents and 77 children participated in the 13th Adopt-a-Family event. Coastline’s Associated Student Government (ASG) contributed $3,325 to purchase supermarket gift cards and pizza. Fifty student parents each received a $50 gift card and toys donated by staff, faculty and friends were distributed to 77 children present. No EOPS Program funds were used for this activity due to the contributions from the College and business communities. * The New Student Orientation was presented to all students accepted into the program for the Fall 2012.  Fifty (50) students attended the New Student Orientation sessions. * Of the 152 students who began in Fall 2012, 122 students persisted through the end of Spring 2013. * EOPS sponsored nine (9) workshops during the 2012-13 academic year. These included: 1) Degree and Goal Attainment, 2) Application to the CSU System, 3) Application to the UC System, 4) Financial Aid, 5) Time Management, 6) Probation and Disqualification, 7) Test Preparation, Test Strategies and Overcoming Test Anxiety, 8) Orange County One Stop Center, and 9) Human Resource Tips for Employment. The workshops were presented by EOPS counselors, EOPS staff, and community experts. A total of 261 students attended these workshop sessions. * Five CARE students began in Fall 2012 and 5 CARE students completed the program through Spring 2013. All students were single-heads of households.   In May 2013, EOPS hosted its 12th Annual EOPS Recognition Awards. The event honored EOPS students who were scholarship recipients or certified to graduate during FY 2012-13. Attendees included the District Chancellor, College President, advisory committee members, and various College staff members. The event’s featured speakers were 2013 EOPS graduates. Each shared their inspirational story and acknowledged the ways in which the EOPS program components were critically important to achieving their goals.  Phuong Huynh spoke about how her Coastline EOPS experience prepared her for successful transfer to CSU Fullerton. Courtney Montgomery encouraged current EOPS students to remain focused on their academic goals; it’s never too late to succeed. Abigail Vega, a student jointly enrolled in Coastline’s Early College High School, was able to obtain college credit while working towards her high school diploma. She plans to transfer in Fall 2014 to a CSU system institution with a Psychology AAT major.  **OUTREACH**  The EOPS/CARE Program maintains a commitment to providing outreach efforts and activities to identify potential students which specifically meet the CARE and EOPS criteria at local women’s transitional living shelters such as Human Options emergency shelter, Mary’s Shelter, Orangewoods children’s foundation, Juvenile Hall, and The Youth Guidance Centerto increase awareness and attract qualifying potential students into the EOPS and CARE Program.  During 2012-13, the EOPS/CARE Outreach Technician attended over 50 events and was in contact with over 10,000 prospective students and community members.  These outreach activities provided targeted bilingual presentations in English and Spanish with a precise focus related tohigher education, educational opportunities, community colleges, scholarships, especially data on EOPS, CARE and financial aid.  It is especially beneficial to have the visible presence of the EOPS/CARE Outreach Technician in the community, at high schools, community events, and in non-profit and social service agencies.  **Spring 2013 EOPS Student Satisfaction Survey**  Seventy one (71) students responded to Spring 2013 survey. Respondents were distributed as follows: 8.5%, or 6 students, were first-semester EOPS students and 91.5%, or 65, students have been in the program for longer than one semester.  Findings from the Spring 2013 survey:   * 86% “strongly agreed” and 14% “mostly agreed” that the EOPS/CARE program contributed to their success as a student. * 100% “strongly agreed” that the EOPS/CARE staff assisted them with their application for college and the Orientation program helped them to become familiar with Coastline’s programs and services. * 88% “strongly agreed” and 12% “mostly agreed” that their meeting with a counselor clarified their educational goals. |

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* 1. **Proposed Projects Requiring Additional Resources (not listed in Section B-Action Plans/Resource)**

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| **Project Name and Description** | **Total Additional Dollars/Staff Needed** |
| EOPS Adopt-A-Family (December 13, 2013) |  |
| 13th Annual EOPS Recognition Awards (May 23, 2014) |  |
| EOPS/CARE Scholarships or Grants (Incentives) | $5,000 per academic year |
| EOPS Workshops-updated workshop materials for EOPS students | $500 for 300 copies of the Career, Self-Evaluation workbooks |
| EOPS and CARE Assistance (gas cards, meal cards, and supplies) | Request increase allocation from District EOPS/CARE $5,000 annually |

* 1. **Outcomes 2012-13 (from most recent Program Review or Annual Program/Department Reports)**

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| **Student Learning/Service Area Outcomes Statements** | **Strategies to Achieve or Improve SLOs/SAO Goals** | **Outcome Data or Other Assessment Results (i.e. Data from Student SLO Survey)** |
| New EOPS students will demonstrate knowledge of the services they are eligible for as EOPS program participants. | 1. The EOPS/CARE Department will maintain comprehensive service provision to EOPS/CARE students at a level that is consistent with the allocation provided by the State Chancellor’s Office.  2. The department will organize events and activities that promote student recognition, build student community and cohesion, and promote a sense of collective pride and commitment among Coastline faculty, staff, EOPS students and alumni, and community partners.  3. The department will improve coordination with the CALWorks specialist.  4. Deploy Student Survey. | Fall 2013 Survey on Student Learning from Services at Coastline College:Students responded that they knew of the services eligible for EOPS program participants:  Registration Assistance: 71.2%   Counseling: 83.3%  Progress Follow-Up: 45.9%  Funding for Books: 58.4%  School Supplies: 43.3%  Tutoring: 63.5%  Eligibility for Grants: 57.1%  Assessment is Waved: 34.3%  Free Child Care: 17.2%  In 2012-13, 152 EOPS/CARE students were served. 100% of students indicated that they strongly agreed that EOPS/CARE staff assisted them.  EOPS/CARE sponsored nine (9) workshops during the 2012-13 academic year: 1) Degree and Goal Attainment, 2) Application to the CSU System, 3) Application to the UC System, 4) Financial Aid, 5) Time Management, 6) Probation and Disqualification, 7) Test Preparation, Test Strategies and Overcoming Test Anxiety, 8) Orange County One Stop Center, and 9) Human Resource Tips for Employment. The workshops were presented by EOPS counselors, EOPS staff, and community experts. A total of 261 students attended these workshop sessions.  The CalWORKS Specialist is a member of the EOPS/CARE Advisory Committee.  Continue to pursue outreach events and activities that will increase opportunities for outreach to prospective CARE students.  The CalWORKs Specialist’s office is inside the EOPS department. This is efficient for student to get immediate help with EOPS/CARE. |
| EOPS students will demonstrate an understanding of the program eligibility requirements. | 1.The EOPS/CARE Department will maintain critical components of the program to serve disadvantaged students by facilitating regular and consistent counseling contacts to encourage student compliance with his/her Education Plan, textbook assistance by voucher or loan, orientation, priority registration, and grants.  2. The EOPS/CARE department will revise its EOPS/CARE publications and maintain information on the department web page.  3. Deploy Student Survey. | Fall 2013 Survey on Student Learning from Services at Coastline College:44.6% of students responded that they strongly agreed/agreed that they understood EOPS/CARE program eligibility requirements.  4.9% of students responded that they disagreed/ strongly disagreed that they did not understand EOPS/CARE program eligibility requirements.  50.5% of students responded that this was ‘not applicable’.  EOPS/CARE students are closely monitored to remain in compliance with the 3x/semester counseling mandate and other program expectations. Counselors follow EOPS/CARE advising guidelines and maintain accurate and up-to-date files regarding their communications and directives for students’ educational planning.  Staff maintained accurate records of students’ participation in other program-sponsored activities, including orientation, book assistance, priority registration, and workshop attendance, as well as additional services provided to CARE-eligible students (e.g. gas cards, supplies, additional grants). |
| Students will indicate their use and level of satisfaction with EOPS/CARE services. | 1. EOPS/CARE Staff will provide superior services to EOPS/CARE students and be knowledgeable of current State and Federal regulations, requirements and practices.   2. The department will provide training opportunities and encourage staff to attend/participate in conferences sponsored by the State EOPS/CARE Offices.  3. The department will encourage staff to attend computer/technology training for effective use of technology to provide services and information to students.  4. EOPS/CARE staff encouraged to build partnerships with Coastline and District colleagues, and review, implement and/ or streamline processes to enhance program efficiency and/or accountability.  5. Deploy Student Satisfaction Survey. | Fall 2013 Survey on Student Learning from Services at Coastline College:  20.9% of students indicated that they used and were satisfied with the services received.  4.5% of students responded that they used and were not satisfied with services received.  37.6% of students heard of, but did not required services.  37% of students never heard of and did not need services.  EOPS/CARE staff served on various College committees such as the Scholarship Committee and various other Committees in AY 12-13. |

**Analysis of Progress on Outcomes**

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| Provide any detail that you feel will help the evaluator to understand your goals and the strategies to achieve those goals. |

**Progress on 5-year Goals (from most recent Program Review)**

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| **Goal** | **Complete** | **Partially Complete** | **Not Started** | **Abandoned** | **Comments** |
| Position the EOPS/CARE program for restoration of the Program Director position, for which a waiver from the State CCC Chancellor’s Office will expire June 30, 2013.  A full-time director needs to be hired within 2013-14 so that the EOPS/CARE Department is not penalized. |  | X |  |  | A certificated Director will provide academic counseling and assume the program coordination duties currently being performed at 10% by the Dean of Counseling and Matriculation (program MIS and reporting requirements, budget planning and oversight, short- and long-term planning; counselor assignments and evaluation). When this position is restored, there will be a corresponding reduction in part-time counseling assistance.  The College has a hiring committee and the position will be advertised in January 2014. |
| Continue to develop, strengthen and nurture relationships with Coastline faculty, managers, staff, and students to facilitate mutual referrals and follow-up. | X |  |  |  | EOPS/CARE staff has compiled by working with academic counselors, Admissions and Records, Financial Aid, and students’ status, and completion of annual reports to the State. |
| Continue to develop, strengthen and nurture relationships with educational partners (counselors, vocational specialists, career advisors) at local service area high schools and social service agencies to increase access to their constituencies who are likely candidates for EOPS/CARE eligibility. | X |  |  |  | On-going component of EOPS/CARE. Outreach Technician providing community and high schools with EOPS/CARE services availability, eligibility requirements, and College degree and certificate programs. |
| Maintain comprehensive student support, counseling, retention and extracurricular services to EOPS/CARE students at a level that is consistent with the allocation provided by the State Chancellor’s Office. Ensure that the program’s priorities support the College’s Master Plan, including an emphasis on outreach, services and activities which increase student completion rates. | X |  |  |  | EOPS/CARE personnel provided 9 workshops and incentives for students to keep on course with their course studies and EOPS/CARE requirements. EOPS/CARE personnel plan and host the Toy Drive, Annual Adopt-A-Family, EOPS Scholarships, and Annual EOPS Recognition Awards. |
| Ensure that computers/monitors/ software upgrades for use by program counselors and staff are completed during FY 2012-13. Additionally, add a 2nd computer work-station for student use, and network both “student-use” machines to the office copier to minimize printing costs. | X |  |  |  | All EOPS/CARE staff computers have been upgraded. Software includes Banner, SARS.  A second monitor was added for students’ use and networked to the Xerox machine. |
| Engage program counselors, staff, student participants and advisory committee members in regular and on-going annual program evaluation and review activities to guide program planning and budget decisions. Such activities would include discussion about “best practices” for service delivery and program efficiency and programmatic responses to student trends/interests/ needs. | X |  |  |  | Additionally, the Program Director will work with Institutional Planning and Research Department to determine key measures by which to evaluate the program’s contributions to student learning, persistence, retention and time-to-completion of their educational goal(s). |
| Continue to seek additional funding through the Coastline Foundation, Associated Student Government, and private-sector and community partners to supplement programmatic activities. | X |  |  |  | 2012-13: EOPS/CARE sought and received financial support from the Associated Student Government and College community (staff, faculty, and management). |

**Analysis of** **Progress on 5-year Goals**

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| **SPECIAL ISSUES AND NEEDS**  Several factors contribute to our small number of current CARE students, and present additional challenges to our outreach and matriculation efforts. According to our Financial Aid Director, Cynthia Pienkowski, Coastline as an institution has a small pool of students eligible for the BOGW A, and a smaller subset who meet the additional eligibility criteria for CARE. The absence of a College child care center means that fewer CARE- eligible students choose Coastline as their primary campus. While Coastline is expanding its instructional choices beyond distance learning (on-line) and evening courses, the number of course offerings during daytime hours remains limited, in comparison to our sister campuses. |

**New Annual Program/Department Goals**

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| **Goal** | **5 yr Goal**  **Addressed** | **Project**  **Completion**  **Date** | **Lead**  **Employee** | **Comments** |
| **1.** Maintain comprehensive service provision to EOPS/CARE students at a level that is consistent with the allocation provided by the State Chancellor’s Office. |  | On-going FY 2013-14 | Sheena Phan Tina Xa Cristina Arellano-Duenos | Will maintain student services and try to increase funding for FY 2014-15. |
| **2.** Continue to pursue outreach events and activities that will increase Coastline’s CARE student population. Maintain and build partnerships with counselors/advisors, teachers, and mentors at service area high schools, and non-profit and social service agencies. Continue to work with other Coastline departments and programs to identify current students who may be eligible for CARE program services. |  | On-going FY 2013-14 | Sheena Phan Tina Xa Cristina Arellano-Duenos |  |
| **3.** Provide opportunities for EOPS/CARE Director, counselors and staff to discuss student issues; operational (including computer equipment/software upgrades), programmatic and budgetary goals and priorities; and opportunities for partnerships with other Coastline departments (e.g. Career Services providing employment services or internships) to increase efficiency and efficacy of service delivery to CARE students. |  | On-going FY 2013-14 | John Colson Sheena Phan Tina Xa Cristina Arellano-Duenos Academic Counselors |  |
| **4.** Facilitate EOPS Director, counselors and staff participation in statewide, Region 8, District and Coastline forums to engage in professional development and training, and the exchange of best practices and program models regarding CARE outreach, counseling, retention efforts and support services. |  | On-going FY 2013-14 | John Colson Sheena Phan Tina Xa Cristina Arellano-Duenos |  |

### Action Plan and Resource Requests Based on Annual Data

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| **Action** | **Institutional planning goals\*** | **How action will improve student success** | **Type of Resource** | **Resource needs, if any** | **Department priority\*\*** | **Approximate cost** | **Potential Funding Source** |
| Need to upgrade CPU/Monitor computer used for data collection. | 2011-16 Strategic Goals: III | Advanced use of technology and speed | Equipment | Faster (memory) CPU with C-Drive for more storage, keyboard, and 20” monitor | 2 | $2000.00 |  |
| Anticipate moving department into former IT department area on 4th Floor. | 2011-16 Strategic Goals: I, II, III | Improve space and services for students. Improve space and adequate resources for staff. | Facilities | May need additional office equipment-files, desks and chairs. |  |  | College |
| Full-time Director of EOPS/CARE | 2011-16 Strategic Goals: I, II | Overall management and services for students and staff. | Personnel | 100% Match. Keep program ongoing. | 1 | HR Determination |  |
| Need to upgrade EOPS database and ability to integrate with Banner. | 2011-16 Strategic Goals: III | Reduce repetitiveness in data collection; time savings for students and staff. | Software | Re-write the program so that database is integrated with MIS. | 2 | IT support= $3,000.00  estimate |  |
|  |  |  | Supplies |  |  |  |  |
|  |  |  | Technology |  |  |  |  |
| Mandated State EOPS/CARE conferences. | 2011-16 Strategic Goals: VI | EOPS/CARE staff will have current information, best practices to provide  services and knowledge of program to students. | Training | Funding needed for registration, travel accommodations. | 3 | $2000.00  annually |  |
|  |  |  | Other |  |  |  |  |

\*Reference specific sections of College Education Master Plan, Strategic Initiatives, 5-year Program Review Goals, Accreditation Recommendations, SLO/SAO evaluation and assessment, College Mission, or other relevant planning documents. \*\*Prioritize the program’s resource needs with 1 being the most important and subsequent numbers being less urgent.