

Coastline Community College
 Annual Institutional Planning Report
 Departmental Review

Department: CalWORKs Department

Planning Year 2014 -2015

A. Data and Analysis

1. Department/Program Data

	Current Year 2014-15	Previous Year 2013-14	Two Years Prior 2012-13
Number of Full-Time Classified	1	1	1
Number of Full-Time Faculty	0	0	0
Number of Full-Time Managers	1 (Dean of Counseling who also oversees Assessment, Career, Counseling, EOPS/CARE, Transfer)	0	0
Number of Part-Time Classified	2 (This accounts for 17% of Counseling Coordinator Time and 12.5% of Staff Assistant time to provide administrative assistance.)	2	2
Number of Part-Time Faculty	1 (counselor)	0	0
Number of Part-Time Managers	0	1	1

2. Department Activities

- **Provide supportive atmosphere to enable CalWORKs students to achieve self-sufficiency through personal development, responsibility and providing the opportunity to enhance their educational and career goals**
- **Assistance with completion and submittal of all county paperwork**
- **Advocacy with DPSS and other county agencies**
- **Educational and career guidance**
- **Opportunities to participate in subsidized work-study program**
- **Assistance with referrals/information for various childcare providers**
- **Information and assistance with unsubsidized employment**
- **Workshops/trainings related to employment acquisition**
- **Establish and maintain relationships with other agencies and organizations in the community to meet community needs and ensure that services**

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Department: CalWORKs Department

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are not being duplicated

- **Establish and oversee administrative procedures to meet the objectives set by senior management**
- **Plan and administer budgets for CalWORKs program for supportive services**
- **Complete and maintain accurate records or reports for all aspects of the CalWORKs Program**
- **Provide direct supportive services support to students, such as gas cards and school supplies**
- **Interpret and explain information such as eligibility requirements to prospective students and staff and Coastline College**
- **Assist with collaboration to create publications to support the CalWORKs Program**

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

Project Name and Description	Total Additional Dollars/Staff Needed
N/A	

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Department: **CalWORKs Department**

Planning Year **2014 -2015**

4. Outcomes (from most recent Department Review or Annual Department Reports)

Administrative Unit/Service Area Outcomes	AUO/SAO Findings																																																								
<p>Student Satisfaction Surveys for Program Year 2013-2014</p>	<p>For each CalWORKs service below, please indicate: 1) Which of the following CalWORKs services you utilized 2) The DEGREE to which you found the SERVICE as BENEFICIAL or NOT.</p> <table border="1" data-bbox="709 610 1896 1416"> <thead> <tr> <th></th> <th>YES, I DID utilize the service</th> <th>NO, I DID NOT utilize the service</th> <th></th> <th>Very Beneficial</th> <th>Beneficial</th> <th>Not Beneficial</th> <th>Not Very Beneficial</th> </tr> </thead> <tbody> <tr> <td>Counseling and Advisement</td> <td>100.0% (11)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> <td>63.6% (7)</td> <td>9.1% (1)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> </tr> <tr> <td>Ancillary (Supportive Services)</td> <td>90.0% (9)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> <td>40.0% (4)</td> <td>30.0% (3)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> </tr> <tr> <td>Priority Registration</td> <td>81.8% (9)</td> <td>18.2% (2)</td> <td>0.0% (0)</td> <td>63.6% (7)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> </tr> <tr> <td>Workstudy</td> <td>45.5% (5)</td> <td>45.5% (5)</td> <td>0.0% (0)</td> <td>36.4% (4)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> </tr> <tr> <td>Job Development</td> <td>36.4% (4)</td> <td>63.6% (7)</td> <td>0.0% (0)</td> <td>27.3% (3)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> </tr> <tr> <td>Child Care</td> <td>22.2% (2)</td> <td>77.8% (7)</td> <td>0.0% (0)</td> <td>11.1% (1)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> <td>0.0% (0)</td> </tr> </tbody> </table> <p>Comments from participants:</p> <ul style="list-style-type: none"> Everything was excellent. There are no additional services that you do not already offer to help me reach my 		YES, I DID utilize the service	NO, I DID NOT utilize the service		Very Beneficial	Beneficial	Not Beneficial	Not Very Beneficial	Counseling and Advisement	100.0% (11)	0.0% (0)	0.0% (0)	63.6% (7)	9.1% (1)	0.0% (0)	0.0% (0)	Ancillary (Supportive Services)	90.0% (9)	0.0% (0)	0.0% (0)	40.0% (4)	30.0% (3)	0.0% (0)	0.0% (0)	Priority Registration	81.8% (9)	18.2% (2)	0.0% (0)	63.6% (7)	0.0% (0)	0.0% (0)	0.0% (0)	Workstudy	45.5% (5)	45.5% (5)	0.0% (0)	36.4% (4)	0.0% (0)	0.0% (0)	0.0% (0)	Job Development	36.4% (4)	63.6% (7)	0.0% (0)	27.3% (3)	0.0% (0)	0.0% (0)	0.0% (0)	Child Care	22.2% (2)	77.8% (7)	0.0% (0)	11.1% (1)	0.0% (0)	0.0% (0)	0.0% (0)
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	<p>goals.</p> <ul style="list-style-type: none"> The only comment is that my CalWORKs worker Lori Wood, is an excellent advisor. She is hardworking and attentive to her clients. Every time I call her or email I always get an answer back within 24 hours. Need more workers like her with great customer service attitudes. A BIG THANK YOU. 																																								
<p>As a result of participation in a CalWORKs appointment with a staff member, students will be able to calculate their 32-hour requirement, recognize college resources for student success, identify program eligibility requirements, and state their career options.</p>	<p>Student Survey for Student Learning from Services at Coastline Community College Findings:</p> <p>As a result of participating in a CalWORKs appointment, I can.....</p> <table border="1"> <thead> <tr> <th></th> <th>Strongly agree</th> <th>Agree</th> <th>Neither agree or disagree</th> <th>Disagree</th> <th>Strongly disagree</th> <th>Not applicable</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Calculate my 32-hour requirement of education and work-study activities.</td> <td>46.15% 12</td> <td>26.92% 7</td> <td>11.54% 3</td> <td>0.00% 0</td> <td>0.00% 0</td> <td>15.38% 4</td> <td>26</td> </tr> <tr> <td>Recognize college resources that support student success.</td> <td>53.85% 14</td> <td>19.23% 5</td> <td>11.54% 3</td> <td>0.00% 0</td> <td>0.00% 0</td> <td>15.38% 4</td> <td>26</td> </tr> <tr> <td>Identify program eligibility requirements.</td> <td>45.83% 11</td> <td>33.33% 8</td> <td>8.33% 2</td> <td>0.00% 0</td> <td>0.00% 0</td> <td>12.50% 3</td> <td>24</td> </tr> <tr> <td>State my career options.</td> <td>42.31% 11</td> <td>26.92% 7</td> <td>15.38% 4</td> <td>0.00% 0</td> <td>0.00% 0</td> <td>15.38% 4</td> <td>26</td> </tr> </tbody> </table>		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not applicable	Total	Calculate my 32-hour requirement of education and work-study activities.	46.15% 12	26.92% 7	11.54% 3	0.00% 0	0.00% 0	15.38% 4	26	Recognize college resources that support student success.	53.85% 14	19.23% 5	11.54% 3	0.00% 0	0.00% 0	15.38% 4	26	Identify program eligibility requirements.	45.83% 11	33.33% 8	8.33% 2	0.00% 0	0.00% 0	12.50% 3	24	State my career options.	42.31% 11	26.92% 7	15.38% 4	0.00% 0	0.00% 0	15.38% 4	26
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Action Plans in response to the outcomes:

- Hire adjunct counselor to facilitate better student understanding of 32 hour requirement, utilization of college resources, understanding of program eligibility requirements, and declaration of career goals/options.
- Increase student utilization of career services.

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

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
Cross train EOPS/CARE classified staff about the CalWORKs program and vice versa	X				This goal has been met. Staff is familiar with alternate program forms and program policies to answer student's questions.
Hire a Director to oversee both CalWORKs and EOPS/CARE Programs		X			The hiring process of the Director of EOPS/CARE/CalWORKs programs is continuing with an estimated hire date of January 2015
Encourage CalWORKs students to meet with academic counselor at least once a semester	X				This goal has been met. CalWORKs students are meeting with the academic counselors for updating/revising of their educational goals
Increase enrollment and retention	X				This goal has been met. Current enrollment status varies from semester to semester with an increase in the Fall semesters
Evaluate current recruitment status to increase visibility in the community	X				This goal has been met. CalWORKs staff has attended outreach recruitments and College Preview Day to increase visibility in the community
Increase Banner accessibility so staff can pull financial aid assistance records for District match	X				This goal has been met. CalWORKs staff is able to access the Banner system to obtain students financial records to ascertain funding and District match

Analysis of Progress on 5-year Goals

All goals have been met with the exception of hiring a new Director for both CalWORKs and EOPS/CARE Programs

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6. New Annual Program/Department Goals

Goal	5 Year Goal Addressed	Project Completion Date	Lead Employee	Comments
Hire a Director to oversee both CalWORKs and EOPS/CARE Programs.		February 2015	Ross Miyashiro/Human Resources	
Hire and train adjunct counselor to provide case management counseling with CalWORKs students.		November 2014	Heidi Lockhart/Nancy Jenkins/Lori Wood	
Provide academic counseling to CalWORKs students to update/revise their educational goal and provide transfer assistance.		11/2014	Lori Wood Jorge Acosta	
Increase coordination with the Coastline Career Center to assist students at the conclusion of their certificate or degree education to obtain employment. Refer to Coastline Community College Career Center for services.		6/2015	Mai Le Lori Wood	
Continue to increase retention and enrollment.		On-going 14-15	Lori Wood	
Work with the campus webmaster to upgrade the CCC CalWORKs website to include a more of a 'student friendly' website and easier accessibility.		On-going 14-15	Lori Wood	

B. Action Plan and Resource Requests Based on Annual Data

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Action	Institutional planning goals*	How action will improve student success or operational performance	Type of Resource	Resource needs, if any	Department priority**	Approximate cost	Potential Funding Source
*No additional resources, equipment, facilities, software, technology or training as requested.							

*Reference specific sections of College Education Master Plan, Strategic Initiatives, 5-year Program Review Goals, Accreditation Recommendations, AUO/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.

Department/Division	EOPS and CARE Programs
Planning Year	2014-15

A. Data and Analysis

1. Department/Program Data

	Current Year 2014-15	Previous Year 2013-14	Two Years Prior 2012-13
Number of Full-Time Classified	3	3	3
Number of Full-Time Faculty	0	0	0
Number of Full-Time Managers ++	1	1	1
Number of Works-Study Students	2	2	1
Number of Part-Time Faculty	3	3	2
Number of Part-Time Managers	0	0	0
Students Served Annually	175	154	150
Total Non-Restricted Annual Budget	\$276,351	\$276,351	\$227,624

++ Dean of Counseling has served as Director of EOPS/CARE from 2014-15.

2. Department/Program Activities

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
- Recognition/Awards 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.

2013-14 Program Highlights:

- In Fall 2013, thirty-four (34) students were recognized for having GPAs between 3.0 and 4.0.
- In Spring 2014, forty-seven (47) students were recognized for having GPAs between 3.0 and 4.0.
- In Spring 2014, fifty-five (55) students successfully competed for scholarships provided by the Coastline Foundation and outside agencies.
- In December 2013, Fifty (50) EOPS parents and 78 children participated in the 14th 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 78 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 2013. Sixty-five (65) students attended the New Student Orientation sessions.
- Of the 154 students who began in Fall 2013, 77 students persisted through the end of Spring 2014.
- EOPS sponsored eleven (11) workshops during the 2013-14 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) Beginner's Guide to Resumes & Cover Letters, 7) Note Taking, 8) Financial Aid Tips, 9) Job Search & Interview Strategies, 10) ABC's of a Winning Application, and 11) Successful Educational Planning. The workshops were presented by EOPS counselors, EOPS staff, and community experts. A total of 301 students attended these workshop sessions.

- Fifteen CARE students began in Fall 2013 and 10 CARE students completed the program through Spring 2014. All students were single-heads of households.

In May 2014, EOPS hosted its 13th Annual EOPS Recognition Awards. The event honored EOPS students who were scholarship recipients or certified to graduate during FY 2013-14. Attendees included the District Chancellor, College President, and various College staff members. The event's featured speakers were EOPS graduates. Each shared their inspirational story and acknowledged the ways in which the EOPS program components were critically important to achieving their goals. Hung Ta, 60 years old, spoke about how his Coastline EOPS experience had prepared him for a successful transfer in Spring 14 to Argosy University with an intended BA in Psychology. He plans to become a behavioral psychologist "no matter how old I am." Catarina Nguyen, 19 years old, who transferred to Cal State Fullerton in Fall 2014, intended to earn a BS in Nursing. Catarina stated that she was blessed to have found Coastline and EOPS program noting that "they believed in me, even when I did not believe in myself". Both Hung Ta and Catarina Nguyen are recipients of the Asian and Pacific Islander Scholarship.

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 Center to increase awareness and attract qualifying potential students into the EOPS and CARE Program.

During 2013-14, the EOPS/CARE Outreach Technician attended over 100 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 to higher 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 2014 EOPS Student Satisfaction Survey

The EOPS Department works with Coastline's Office Research, Planning and Institutional Effectiveness to deploy an online student satisfaction survey which solicits information from current students to help guide program planning and

improvement efforts. One hundred fourteen (114) students responded to the Fall 2013 EOPS Student Satisfaction Survey.

Findings from the Spring 2014 survey:

- 87% “strongly agreed” and 13% “mostly agreed” that the EOPS/CARE program contributed to their success as a student.
- 91% “strongly agreed” and 9% mostly agreed that the EOPS/CARE staff assisted them with their application for college and other “first steps” for college.
- 87% “strongly agreed” and 13% “mostly agreed” that their meeting with a counselor clarified their educational goals was helpful to their academic progress and success.

The survey allows for students to make optional comments; many do and they are overwhelmingly positive.

Some representative comments follow:

“The best program ever”

“The counselors are really helpful. And the book vouchers really help me as well.”

“The counselors have invested a great deal of time in helping me. If it were not for the EOPS counselors, I would not have known what to do with my classes.”

“Workshops have been most helpful to me.”

Department/Division	EOPS and CARE Programs
Planning Year	2014-15

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

Project Name and Description	Total Additional Dollars/Staff Needed
EOPS Adopt-A-Family (December 13, 2013)	\$500-\$1,500
13 th Annual EOPS Recognition Awards (May 23, 2014)	\$500-\$2,000
EOPS/CARE Scholarships or Grants (Incentives)	\$5,000 per academic year
EOPS and CARE Assistance (gas cards, meal cards, bus passes, and supplies)	Request increase allocation from District EOPS/CARE \$5,000 annually
EOPS full-time counselor	To be determined

4. Outcomes 2013-14 (from most recent Program Review or Annual Program/Department Reports)

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)
Maintain comprehensive service provision to EOPS/CARE students at a level that is consistent with the allocation provided by the State Chancellor's Office.	Teamwork, collaborative partnerships, process improvements, and incorporation of "best practices" are hallmarks of the EOPS/CARE program's ability to implement its Program Plan, even with substantial changes occurring throughout the College (and District) because of budget, instructional, staffing, and service level reductions.	In 2013-14, 154 EOPS/CARE students were served. 100% of students indicated that they strongly agreed that EOPS/CARE staff assisted them. See additional student survey information above in #2.
Strive to 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.	Coastline EOPS provides extensive, comprehensive and holistic counseling to students in both English and Vietnamese. As a result of this counseling EOPS students are better able to determine their academic, personal and career objectives and incorporate physical, emotional, intellectual and spiritual development into learning	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. Program staff maintains 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,

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		additional grants).
Counselors plan and provide workshops and activities designed to promote knowledge and skill-building about topics that support student success (effective study skills, time management, learning styles, etc.).	Students who participate in all of the activities of the EOPS program are instilled with confidence in their abilities, and recognize their self-resiliency and ability to succeed in education, careers, and their personal lives.	EOPS/CARE sponsored nine (11) workshops during the 2013-14 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) Beginner's Guide to Resumes & Cover Letters, 7) Note Taking, 8) Financial Aid Tips, 9) Job Search & Interview Strategies, 10) ABC's of a Winning Application, and 11) Successful Educational Planning. The workshops were presented by EOPS counselors, EOPS staff, and community experts. A total of 301 students attended these workshop sessions.
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.	EOPS will continue to provide special and unique events for the students including Awards Events, holiday events for students and their children, and student recognition events.	The program hosted the Fall Semester Adopt-A Family Event (in December) to recognize and support the academic accomplishments of EOPS/CARE students with young children, and the Student Awards Recognition Event (in May) to honor EOPS/CARE graduates and scholarship recipients. CARE students were present at both events.
Continue to seek supplemental funding through the Coastline Foundation, Associated Student Government (ASG), and private-sector and community partners to supplement funding.	<u>Special Events</u> unique for EOPS students addresses the issue of students' need for a sense of "community" that is often difficult to achieve in a decentralized environment. Coastline's primarily adult population is especially impacted with this issue, and the absence of many campus services provided on other campuses makes "special events" necessary to improve student retention.	The EOPS/CARE program received a grant of \$3325 from Coastline's ASG AY 13-14, in support of the Fall Semester Adopt-a-Family Event at which 50 student parents each received a \$50 grocery gift card. Toys donated by staff, faculty and friends were distributed to the 78 children present. All CARE students participated in this event.

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Department/Division EOPS and CARE Programs
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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)
Improve coordination with Coastline CalWORKS Specialist.	The CalWORKS Specialist is a member of the EOPS/CARE Advisory Committee.	The CalWORKS Specialist's office is inside the EOPS department. This is efficient for student to get immediate help with EOPS/CARE.
Encourage EOPS staff to build partnerships with Coastline and District colleagues, and review, implement and/or streamline processes to enhance program efficiency and/or accountability.	EOPS has collaborated during the past year with the Marketing and Publications Department, with the Student Services Department, with counseling, Financial Aids Office, Distance Learning, Special Program (SPSD) and other departments to identify potential students who can benefit from many of the various programs we have. This concerted effort to be cohesive and coordinated serves best the students and the college and maximizes resources to the benefit of all.	EOPS/CARE staff served on various College committees such as the Scholarship Committee and various other Committees in AY 13-14.
Continue to pursue outreach events and activities that will increase opportunities for outreach to prospective CARE students.	Increase outreach to potential welfare population, single parents.	The EOPS/CARE Director reviews requests for outreach received from Coastline's Director of Marketing and other departments, identifies those that are suitable for CARE purposes, and assigns these to the program's Recruiter Technician.
Transition EOPS program management and staff supervision to newly hired Dean of Counseling (July 2014).	The Dean of Counseling will oversee EOPS/CARE and CalWorks until such time that a permanent Director of EOPS can be placed. The Dean will ensure that the unit works to achieve its SAO outcomes through regular student file audits, SEP's for students, and continued opportunities for students over and above those provided by the College.	In July 2014, the Dean of Counseling assumed EOPS/CARE Director responsibilities, as well as direct supervision of EOPS/CARE staff. The Program Director meets with program counselors and staff on a regular basis to discuss State Chancellor Office mandates, facilitate short- and long-term program planning discussions, and review and update program processes and print/electronic materials.

Analysis of Progress on Outcomes

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)

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 now 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		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.

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are likely candidates for EOPS/CARE eligibility.					
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 11 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 2013-14. Additionally, the EOPS has moved to a new office that had 7 computer work-stations for student to use.	X				All EOPS/CARE staff computers have been upgraded. Software includes Banner, SARS. A second monitor was added to the receptionist area for staff to use and networked to the Xerox machine for printing cost efficiency.
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				2013-14: 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

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. 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

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 2014-15	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 <u>current</u> students who may be eligible for CARE program services.		On-going FY 2014-15	Sheena Phan Tina Xa Cristina Arellano-Duenos	Will continue to broaden the program services offers via website, MyCCC and other options
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 2014-15	Heidi Lockhart Sheena Phan Tina Xa Cristina Arellano-Duenos Academic Counselors	Will continue in an effort to attract more CARE students with available services the program has

B. Action Plan and Resource Requests Based on Annual Data

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	3	\$2,000.00	General Fund
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	General Fund
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.	4	\$2,000.00 annually	General Fund
			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.