

PROGRAM REVIEW Fall 2020

Program: Extended Opportunity Programs and Services (EOPS) & Cooperative Agencies Resources for Education (CARE)

Division: Student Services

Date: 11/2/20

Writer(s): Jill Oliveira

SLO/SAO Point-Person: Jill Oliveira

Audience: Deans, Vice Presidents of Student Services and Academic Services, All Planning and Allocation Committees. This document will be available to the public.

Uses: This Program Review will be used to inform the campus and community about your program. It will also be used in the processes of creating Division Summaries, determining College Planning Priorities and allocating resources. A final use is to document fulfillment of accreditation requirements.

Please note: Program Review is NOT in itself a vehicle for making requests. All requests should be made through appropriate processes (e.g. Instructional Equipment Request Process) or directed to your dean or supervisor.

Time Frame: This Program Review should reflect on program status during the 2020-21 academic year. It should describe plans starting now and continuing through 2021-22.

Sections: This Program Review has been shortened due to the COVID-19 pandemic. The Program Review Committee understands that you are completing this program review in a time of stress and disruption and that this may affect many of your responses. Sections and questions are marked with the name of the committee or office that will use the information.

- The first section focuses on general program reflection and planning.
- The second section has specific questions to be filled out by all programs this year.
- The third section is a review of curriculum, to be filled out only by programs with curriculum.

Topics: The Program Review Glossary defines key terms. Writers should review this glossary before writing: <https://bit.ly/2LqPxOW>

For Help: Contact Nadiyah Taylor: ntaylor@laspositascollege.edu.

A list of contacts for help with specific sections is provided on the Program Review website under the “tools for writers” tab. [<https://bit.ly/3fY7Ead>]

Instructions:

- 1) Please respond to each question as completely as possible.
- 2) If the requested information does not apply to your program, write “Not Applicable.”
- 3) Optional: Communicate with your dean about completing this document.
- 4) Send an electronic copy of this form to Nadiyah Taylor and your dean by Monday, November 2.

Links:

Program Review Home Page: laspositascollege.edu/instructionalprogramreview

Fall 2019 Program Reviews: laspositascollege.edu/programreview/pr2019.php

Frequently Asked Questions: laspositascollege.edu/instructionalprogramreview/programreviewfaqs.php

Section One: Program Snapshot [Program Review Committee]

For assistance with this section, contact the Program Review Committee Chair. [<https://bit.ly/3fY7Ead>]

No Significant Changes Option

Contact person: _____

By marking an X in the box above, the writers of this Program Review indicate that there have been no significant changes to their program or their program's needs in the past year. In this case, programs may opt not to complete Program Review Section One: Program Snapshot. **Programs must still complete all other sections (as applicable).**

Please note: Choosing this option means that your program's information may not be included in the yearly Division Summary.

The No Significant Changes Option may only be used for two years in a row; after two years, programs must complete a full Program Review including the Program Snapshot. Our program's most recent Program Snapshot was submitted in the following semester: Fall 20_____.

A. Accomplishments: What plans were achieved during AY19-20? You may describe achievements that were or were not planned in earlier Program Review. Your response may include actions regarding COVID-19. Please highlight any positive impacts to students.

1. We served 376 students in EOPS, which included 17 CARE students. This is an increase from last year's 360 and 15, respectively. This meets our goal of slow growth for the two programs.
2. We took further steps to track our Academic Success Program (ASP) students. Our access database is complete and will most likely be ready in spring 2021. In the meantime, we have been tracking with Excel.
3. Both counselors are now fully trained in Cranium Café. Covid-19 made this a necessary and timely resource for our program. We were also able to use Cranium Classroom for workshops.
4. We are ready to report on some data from the ASP program. However, we feel that Covid-19 may make its impact known through some of these at-risk students needing to drop their spring 2020 classes.
5. We started our EOPS warning program. However, we will need to reset for fall given the challenges of Covid-19.
6. We added to our Alumni list and will be deciding how best to use it.
7. We updated our orientation to include interactive quizzes.
8. Our partners in homeless and foster youth liaison created Canvas cohorts for these populations.

9. We offered EOPS/CARE/CalWORKs tutoring in our suite. However, Covid-19 drove this to online tutoring which was not a great success. We will revisit for 20-21.
10. We were able to host and supervise an intern in EOPS/CARE/CalWORKs.
11. We participated in an LPC outreach event to area high schools prior to Covid-19 shelter in place.
12. We have successfully added workshops to our students' EOPS experience. Last year we focused on goal setting, values as they relate to careers and education, and vision boards. The students especially loved doing the vision boards and the projects were amazing.

Mark an X before each area that is addressed in your response.				Definitions of terms: https://bit.ly/2LqPxOW			
X	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software	X	LPC Planning Priorities	X	Services to Students
	Course Offerings	X	Financial/Budgetary	X	LPC Collaborations	X	SLO/SAO Process
	Curriculum Committee Items	X	Human Resources		Pedagogy	X	Student Equity
X	External Factors	X	Learning Support	X	Professional Development	X	Technology Use

B. Challenges, Obstacles and Needs: Describe any significant challenges, obstacles or needs for your program. Your response may include issues regarding COVID-19. Please highlight any negative impacts for students.

As we continue to grow, we need to strategize how to best serve our students without short-changing their time with counselors. We feel that we were able to best do this with group contacts for continuing students. In addition, we made sure that transfer students got contact credit for attending application and transfer workshops.

Due to Covid-19, we had to quickly scramble to continue to provide these services. Although we succeeded to some extent, there is a concern that our most vulnerable students didn't access services during the initial shelter in place. As previously mentioned, virtual tutoring was not a real success. One of the ways we tried to mitigate against this was to reach out to all students who didn't take advantage of priority registration. By doing this we were able to talk to many students who were struggling and help with timely referrals and encouragement to continue.

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	Curriculum Committee Items	X	Human Resources		Pedagogy	X	Student Equity
X	External Factors	X	Learning Support		Professional Development	X	Technology Use

C. IR Data Review: Describe any significant trends in your program’s data from the office of Institutional Research and Planning. (Note: Not all Programs have IR data available; if your program does not have a data packet or dashboard data, you may note that in the response box.) You may also discuss any other data generated for your program by the Office of Institutional Research and Planning.

IR Data packets are available here: <https://bit.ly/2lYaFu7>

Course Success Rates Dashboard can be found at the bottom of this page: <https://bit.ly/2Y9vGpl>

For assistance with this question, contact the Director of Institutional Research and Planning. [\[https://bit.ly/3fY7Ead\]](https://bit.ly/3fY7Ead)

Most of our data did not change significantly. We continue to make slow progress on increasing males in our program. The most significant demographic change is those students identifying as multi-ethnic, which went from 5% to 9% of our total student headcount. We continue to have many students taking a combination of in person and distance ed courses with similar success rates in both. This may change next year given the shelter in place and the necessity of all courses being distance ed.

We would like to explore how many of our students are first-generation and look at their success rates. We have self-reported data through our application but want to access the college data on this population.

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D. Short Term Planning: What are your most important plans, either new or continuing, for next year? Describe plans starting now and continuing through AY 21-22. (Optional: You may also describe long-term plans if desired.)

- 1. We will continue to serve students remotely using best practices: Cranium café, google voice, phone calls, emails. We will also continue to explore using Cranium Café’s virtual classroom to host workshops.**
- 2. We will continue to offer group appointments when appropriate and efficacious.**
- 3. We will continue to improve our EOPS/CARE Canvas site, with the goal of making it a one stop site for EOPS/CARE students as much as possible.**
- 4. We will continue to work on the ASP program, including launching the database, adding a new SAO and analyzing the data. The only caveat is that we will analyze student success data within the context of Covid-19 and the shelter in place.**
- 5. We will revisit our EOPS warning program. We don’t want to penalize students who are having trouble with progress due to Covid-19 and the shelter in place.**

6. We will continue to develop/use the alumni list; adding success stories available for press release, newsletters, advocacy, awards celebrations, etc.
7. We will participate with Guided Pathways with next year's goals of focusing on Career Development.
8. We will continue to explore tutoring options for EOPS/CARE/CW students, in particular remote options during the shelter in place.
9. We will continue to outreach/create partnerships and pipelines with local high schools.
10. We plan to research how many first-generation college students are participating with EOPS.

Mark an X before each area that is addressed in your response.

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