Extended Opportunity Programs and Services (EOPS)
Student Services

Vision/Narrative

The Extended Opportunity Program and Services (EOPS) is a state funded program under SB 164 which operates following Title V Education Code, Article 8 sections 69640-69656. The EOPS program's primary goal is to encourage the enrollment, retention and transfer of students disadvantaged by language, social, economic and educational circumstances, and to facilitate the successful completion of their educational goals and objectives in college. EOPS offers academic and support counseling, financial aid and other support services, including assistance with their admission, registration, financial aid, book purchases, educational planning, academic and personal counseling, workshops, and other support services from counselors and administrative staff. In an effort to meet EOPS regulations and keep services relevant to the needs of our students, full-time staff and faculty regularly participate in the annual CCCEOPSA conference, monthly Region 4 EOPS/CARE consortium, annual EOPS and CARE Technical Training and monthly EOPS/CARE and CalWORKs joint staff meetings. Additionally, the EOPS and CalWORKs programs hold semi-annual Advisory Committee meetings with on and off-campus partners and educational stakeholders to assist in maintaining effective programs for our students. All services and functions provided by the EOPS/CARE program are informed by Title V EOPS and CARE Implementing Guidelines.

In the last couple of years, the responsibilities of the EOPS office have grown. Since 2011, the EOPS program has consistently grown the number of students served, year after year with the goal of serving 500 unduplicated students. Last year (2016-17), that goal was reached with the support and addition of a new full-time EOPS and Foster Youth Counselor who aided in reaching that goal. During the same year, the EOPS program also launched outreach efforts and support services to all Foster Youth enrolled at the college and simultaneously led efforts to increase awareness, education and create a supportive environment for undocumented students. The simultaneous growth and efforts to support additional disproportionately impacted equity groups strained our staff and challenged our physical and personnel capacity to maintain such efforts. Lack of office space required our new Full-time EOPS/Foster Youth Counselor to be housed outside of our department which has also required work-around methods to help our students locate her office. Lack of office space has also impacted our programs' ability to effectively help our students register during priority registration days; provide UC/CSU and financial aid application workshops; limits our waiting area and restricts our textbook and technology lending library.

Despite space and staffing challenges, the EOPS program and staff maintain a student-centered approach. EOPS staff continually assess program services to ensure they are "above and beyond" those provided by the district to adhere to the program's overall mission and legislated intent. Moving forward, EOPS seeks to make office changes in order to accommodate all EOPS/CARE and Foster Youth staff in one physical area to facilitate delivery of counseling and student services; and assess processes with the goal of increasing efficiency and capacity to sustain current level of students served without the resources for hiring additional staff or counselors.

Feedback from Supervisor / Dean

Program Objective 1: Develop institutionalized support for Foster Youth and Dreamer students; coordinate sustainable services for both EOPS-eligible and non-eligible students.

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2016-17

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: New outreach efforts are being implemented to connect new, incoming Foster Youth and Dreamer students with information related to support services such as EOPS and Foster Youth-specific information via automated e-mail messaging that utilizes CCCApply to send targeted messages. Additionally, the EOPS/Foster Youth Counselor sends additional follow-up letters to connect with Foster Youth who are not eligible for EOPS. Efforts are underway to develop support network for Dreamers.
34 foster youth participated in EOPS services in 2016-17.
26 Foster Youth currently in EOPS (fall 2017)

Activity 1: Coordinate the identification of foster youth and Dreamers with Financial Aid, Admissions and Records and MIS with Foster Youth and Dreamers Committees.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 2: Coordinate with Santa Clara and San Benito Counties regarding services for foster youth.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 3: Provide counseling assistance for foster youth by increasing outreach and enrolling them in EOPS.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 4: Create and print brochures for "Foster Youth Success" that includes resources and information specific to Foster Youth at Gavilan College.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 5: Assess effectiveness of community and agency partnerships in supporting Dreamers and Foster Youth.

Personnel Request - *none*
Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	As we expand services to Dreamers and Foster Youth we will have to evaluate the need for additional staff, space, and resources as the programs become more successful and populations increase.	12
Budget Committee		
President's Council		

Program Objective 2: Improve program processes to create sustainable infrastructure that will support current capacity of serving 500 unduplicated EOPS students and 100+ foster youth enrolled at the college

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #2: Use student learning outcomes assessment results to inform program plans and make program improvements.

IEC Program Review:

No: This is a new objective prompted by program growth.

Progress:

No: This is a new objective with all new activities for this year.

Activity 1: Implement EOPS student-counselor contact cycles with 6/5/5 week intervals

    Personnel Request - *none*
    Non-Personnel Request - *none*

Activity 2: Increase weekly Counselor drop-in availability and add drop-in timeframes during peak times in the semester

    Personnel Request - *none*
    Non-Personnel Request - *none*

Activity 3: Change EOPS intake process from individual eligibility appointments to an application drop-off method that will result in increased efficiency in application processing and more flexible options for students to apply to the program

    Personnel Request - *none*
    Non-Personnel Request - *none*

Activity 4: Reconfigure space within CTC/Food Pantry area to create a dedicated space for CalWORks program (1 Counselor, 1 Supervisor, 1 Program Specialist and PT Office Assistant) in order to move EOPS/Foster Youth Counselor over to EOPS department. This result in a dedicated space for EOPS/Foster Youth and a separate dedicated space for CalWORKs and Fresh Success programs. These program have both experienced significant growth over the past two years.

    Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Purchase cubicle walls and office furniture	$ 3000.00	General Fund / One-Time
Total Requested	*$ 3000.00*	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		12
Budget Committee		
President's Council		

Program Objective 3: Improve student retention and completion across EOPS served populations.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #4: Evaluate student support services to identify successful strategies and remediate gaps that may hinder student success in accordance with instructional improvement goals.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

No: New

Activity 1: Create baseline retention and success data for EOPS, FY, and Dreamers.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 2: Evaluate data and determine increased outcomes over next three years.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 3: Assess services for ensuring targets are met.

Personnel Request - *none*
Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	This work is needed to continue assessing the effectiveness of EOPS related services as populations increase and are more diverse, and for scaling best practices across the College.	11
Budget Committee		
President's Council		