



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 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. In AY 2016/17, that goal was reached with the support and addition of a new full-time EOPS and Foster Youth Counselor (with 50% funding from Equity for dedicated support to Foster Youth). 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.

This year (2018/19) the CalWORKs and Fresh Success programs will be relocating to a separate office space in LI135 so that our EOPS/Foster Youth Counselor can move in to the EOPS office. The office moves will make room for a swing office space to be utilized by various agency partners, including the CalWORKs County Mental Health Counselor, the Foster Youth Success Coach and a CalWORKs County Employment Counselor. The EOPS program and staff maintain a student-centered approach and look forward to creating a better space for students that can be used as a mini lab for priority registration and cSU application assistance. 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 will seek ways to reduce paper usage and increase efficiency with the goal of transitioning to E-files in the coming years.

Without an increase in resource allocation, the EOPS program will struggle to maintain current level of support services as personnel costs continue to increase year after year. Some student services will need to be scaled off as early



as next year (2019-20).

Feedback from Supervisor / Dean

As recent student outcomes reports have indicated, the EOPS department continues to support student success and completion rates by providing extended wrap around services that lead to very high student achievement rates. In addition, under the leadership of the Assoc Dean and CalWORKs coordinator, integrated support has been enhanced, and new services to Cal Fresh, Dreamers, and Foster Youth have been developed and are under review for expanded services opportunities. This department has a "continuous quality improvement" attitude, always looking to serve more students, more effectively, and more holistically.



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):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #3: Develop professional development activities for faculty and staff to improve teaching, curriculum, and service delivery across campus.

IEC Program Review:

No: This is an equity effort; Foster Youth are a disproportionately impacted student population with a significant achievement gap.

Developing support for undocumented students is responding to student and staff concerns regarding support for undocumented students on campus.

Progress:

Yes: The Dreamers task-force has been an active group since December 2016 and has been instrumental in helping to foster a supportive environment for undocumented students on campus. Some of the activities the group has facilitated this year includes Undocumented student Week of Action in October 2018, tabling at campus wide events, distributing information and helping to make office spaces "friendly to undocumented students by distributing UndocuAlly stickers, decals and buttons.

Foster Youth support has been established and is being maintained within the EOPS office and in partnership with community agencies and Social Services. We have implemented an annual fall Thanksgiving event (titled "Foster Youth Connect") and spring scholarship application event for students. Foster Youth and Undocumented students also have access to emergency transportation assistance, John Burton Book Funds for textbooks and Chromebook lending.

34 foster youth participated in EOPS services in 2016-17.

26 Foster Youth in EOPS (fall 2017)

34 Foster Youth in EOPS (fall 2018)

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: Provide an annual fall and spring tailored to foster youth. The fall event will be the week leading up to Thanksgiving -titled: "Foster Youth Connect" with the goal of building community among foster youth and connecting them with valuable resources. The Spring event is focused on helping and encouraging foster youth to apply to scholarships.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		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: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #1: Increase student, institutional and programmatic outcomes as defined by Institutional Effectiveness, Equity, and other college benchmarks.

IEC Program Review:

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

Progress:

Yes: EOPS student counselor contact cycles were implemented and increased drop-in hours were added to counselor schedules during peak times.

Activity 1: Assess EOPS student-counselor contact cycles with 6/5/5 week intervals, which were implemented last year (2017-18).

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 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 - *none*

Activity 3: Explore group counseling options that meet EOPS program regulations and guidelines.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: Explore utilization of CANVAS for EOPS case management.

Personnel Request - *none*



Non-Personnel Request - *none*

Activity 5: Increase student application and utilization of Fresh Success Program to maximize support services provided to student.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 6: Explore ways of utilizing Cranium Cafe to serve the needs of our students, especially those at Morgan Hill and Hollister sites..

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

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Program Objective 3: Maximize EOPS student financial aid eligibility for new Student Success and completion grant.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #1: Increase student, institutional and programmatic outcomes as defined by Institutional Effectiveness, Equity, and other college benchmarks.

IEC Program Review:

No: This is a new program objective that is tied to Guided Pathways, new Student Centered Funding Formula and the CO's Vision for Success efforts to increase student completion rates by encouraging students to maintain full-time enrollment.

Progress:

No: This is a new program objective.

Activity 1: Evaluate data and determine increased outcomes over next three years.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Work collaboratively with financial aid to produce a student friendly information sheet that provides a snapshot of potential financial aid package to encourage students to maintain full-time enrollment.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Work collaboratively with financial aid to update the financial aid presentation/information provided to EOPS students during the EOPS program orientation.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		12



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Academic Year 2018-19

Budget Committee		
President's Council		