



Welcome to Program Review

College of Alameda - 2019

EOPS/CARE/NEXT UP - Service Area or Special Program

Program Review

Program Overview

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.

The mission of EOPS/Care/CalWORKs/Next Up is to provide above and beyond academic and career counseling that serves the vulnerable and underrepresented students at College of Alameda. The EOPS/Care/CalWORKs/Next Up faculty and staff strive to provide culturally relevant and transformative experiences that support students' goals and learning outcomes. We lean on the values of equity social justice that is in direct correlation with the values of the civil rights movements of underrepresented populations.

Program Total Faculty and/or Staff

Full Time

Lydell Willis
Marissa Nakano
Mary Shaughnessy
Charles Washington
Jiayu He
ValJean Dale

Part Time

Justin Lee
Fathia Mohamed
Hector Corrales

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

Goal 1. Support Services:
EOPS plans to serve current and former foster youth effectively and increase recruitment in the NextUp program.

Status
Completed

College Goal
Increase retention and persistence rates

District Goal
Advance Student Access, Equity, and Success

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?
Since 2017 the numbers for the NextUp program at College of Alameda have consistently been in the 30's, double of that prior to 2017. Only Laney College has more students enrolled in NextUp. This goal was achieved by strengthening partnerships with local school districts, Alameda County Child Welfare, & community based organizations that serve foster youth like Beyond Emancipation, First Place for Youth, & West Coast Children's Center.

Goal 2. Student Success and Student Equity:
Increase presence of Latinos and African American Males in EOPS.

Status
In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?
In the Fall of 2017, EOPS students achieved an overall GPA of 2.89, in the Spring of 2018 EOPS students achieved an overall GPA of 2.98.

College Goal
Strengthen Data-driven / informed decision making

District Goal
Advance Student Access, Equity, and Success

Goal 3. Professional Development, Community, Institutional and Professional Engagement and Partnerships:
Strengthen the EOPS/CARE Advisory Committee and begin annual meetings.

Status
In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal
Strengthen business and industry partnerships

District Goal
Engage and Leverage Partners

Goal 4: Increase persistence & retention rates
Historically EOPS students have performed better than non EOPS students in regards to retention and persistence rates. EOPS staff will create and adapt to new strategies that combat the issues of today's students. College of Alameda EOPS program will commit to professional development and implementation of data driven techniques into our program plans and practices.

Status
In-Progress

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal
Increase retention and persistence rates

District Goal
Build Programs of Distinction

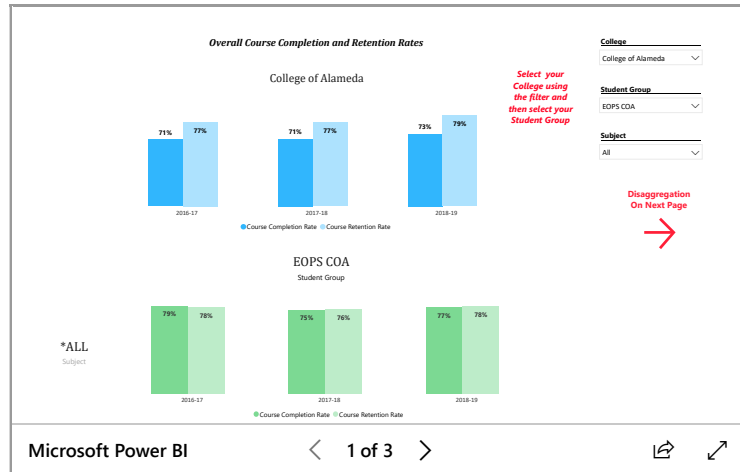
Describe your current utilization of facilities, including labs and other space

We would like to request a community space for EOPS students and staff. Also with the expansion of AB 1645 we will need additional space for the dream center.

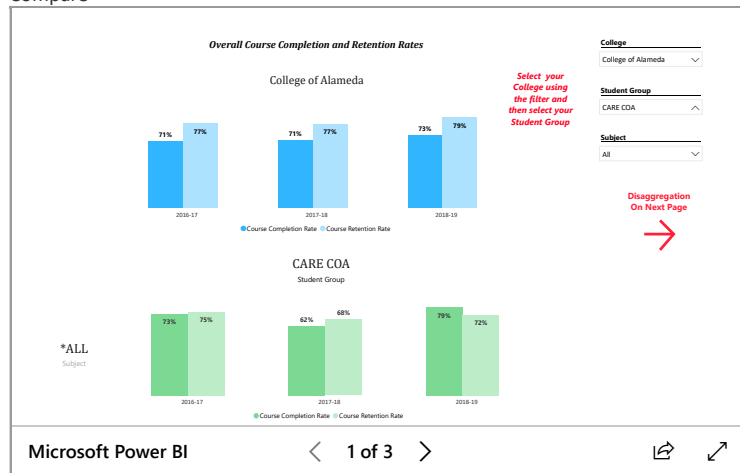
Students Served

College Level - Program and Department comparison

Chart



Compare



Detail the services provided by your program/service area.

Service provided by EOPS/CARE/CalWORKs/NextUp:

- Academic & Career Counseling
- Book & Supply Vouchers
- Food Vouchers
- Referrals to on-campus support services ie.(mental health counseling, tutoring resources, one stop career center,)
- College tours

Description/Justification

Community Space that can support Puente Program and Brotherhood

Estimated Cost

0

Assessment - Service Area

List your Service Area outcomes or attach an applicable report

See attached

[SAO 2.pdf](#)

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

Other (please describe)

If you chose other, please provide more information
We do not currently post or service area outcomes.

Where are the service area and/or program level outcomes published?

Other (please describe)

If you chose website, please specify URL

If you chose other, please provide more information
Once completed we will post the service area outcomes on the EOPS website

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

Staffing	<input type="checkbox"/>	2016 - 17	<input type="checkbox"/>	2017 - 18	<input type="checkbox"/>	2018 - 19
Conversion to online forms	<input type="checkbox"/>	2016 - 17	<input type="checkbox"/>	2017 - 18	<input type="checkbox"/>	2018 - 19
improved communication with students	<input type="checkbox"/>	2016 - 17	<input type="checkbox"/>	2017 - 18	<input type="checkbox"/>	2018 - 19

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

- Continued conversion to online files and forms.
- Technological advancements in the form of conducting and scheduling appointments online.
- Increase in EOPS staff, Full time counselor and Program assistant

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

EOPS program conducts monthly staff meetings where we discuss program goals, services, and outcomes. EOPS staff also participates in yearly professional development opportunities to improve services to EOPS campus wide. EOPS also conducts annual EOPS retreats where we analyze data on our programs and students outcomes.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

EOPS conducted a student voice survey at the end of the Spring 2018 semester. The survey was anonymous and completed by about 40% of the students enrolled in EOPS. Overall students are very happy with EOPS services and the counseling they receive, the biggest request from students was additional housing support.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

Indicators of EOPS program effectiveness are as follows: The number of students enrolled in the program, percentage of students that stay in good standing (via EOPS guidelines), referrals to EOPS from peers, data that reflects improvement (ie.GPA, persistence, graduation rates, course completion).

If these factors trend in a positive direction then it will directly correlate with program improvement. The expectation is that EOPS continues to keep the standard that it has had for 50 years of students overall outperforming non-EOPS students.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Action

Improvement Actions

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Posting Service Area Outcomes	EOPS/CARE/NextUp will post it's SAO's online.	3/16/2020	EOPS Program Manager

Resource Request

Technology and Equipment	New		
Description/Justification Website		Estimated Cost 0	

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Increase EOPS Staff	Add 1 EOPS full time counselor. Add 1 EOPS program assistant	5/29/2020	VPSS

Resource Request

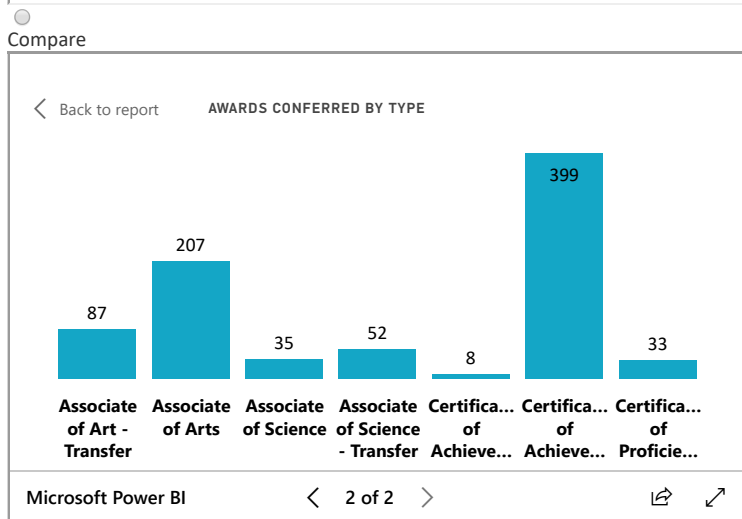
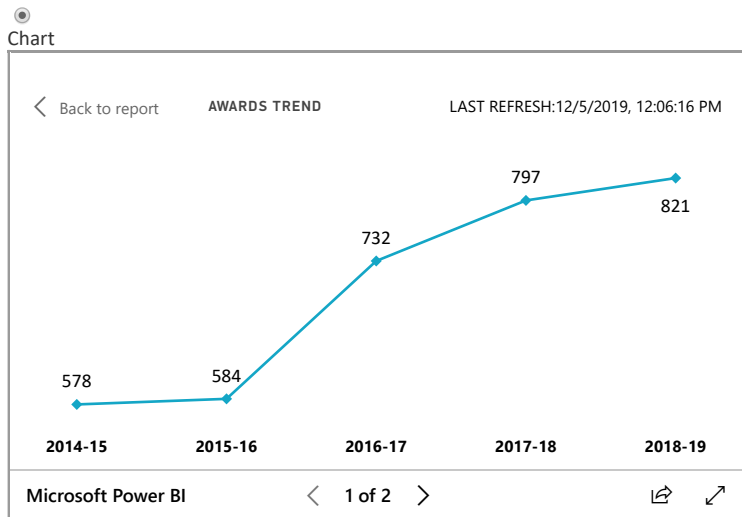
Personnel	Classified Staff		
% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
100	We will be losing a staff assistant come January 1, 2020. We will need to replace the position to continue program services.	40000	10000
Total Costs			
50000			

Resource Request

Personnel	Full-time Faculty		
% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
80	Having a counselor that is 80% full time will increase out EOPS productivity. EOPS numbers are currently in the 600's and we only have 3 FTE to support those students.	56000	10000
Total Costs			
66000			

Degrees and Certificates

College Level - Program and Department comparison



What has the discipline, department, or program done to improve the number of degrees and certificates awarded? Include the number of degrees and certificates awarded by year, for the past three years.

One of EOPS's mission components is to improve graduation outcomes for those that are traditionally undeserved and underrepresented in community college. EOPS will continue to offer the same support services that has proven to work with underrepresented students. EOPS data is not a subgroup on this data page, however low income students award trends have increased every year, so we hope to stay on that positive trajectory along with low income students.

Over the next 3 years, will you be focusing on increasing the number of degrees and certificates awarded?

Yes

What is planned for the next 3 years to increase the number of certificates and degrees awarded?

Professional development for all EOPS staff to continue to use best practices that support today's students and their needs. Staff need to research specific conference that will assist EOPS programming. Conferences like the equity institute conducted by Skyline College can help bridge that gap to services we are trying to offer at our campus.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Actions Improvement Action

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Professional Development	EOPS staff need professional development on how to continue to learn and develop strategies to support students.	12/31/2020	TBD

Resource Request

Professional Development	Department-wide PD needed		
Description/Justification	Access to conferences and training's nationally and statewide	Estimated Cost	5000

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

Guided Pathways, Budget Committee, PAAAA, Institutional Effectiveness Committee, Facilities Committee, Academic Senate, Classified Senate

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

Many of EOPS staff are involved in community outreach and organizations that support student success. Some of the community activities and engagement that EOPS have been involved with include: Oakland Unified School District, Alameda County Sheriffs Department, CCC Region 3 Outreach, City of Oakland, City of Alameda, etc.. For example, COA CalWORKs participates in monthly Community College and County Partnership Meetings (CCCP) with Alameda County serving community colleges, Alameda County Social Services, and non-profit organizations like Family Paths, Child Care Links, and 4C's. These meetings are held at Chabot College every second Tuesday. At these meetings, we collaborate with Social Services to provide streamline student services for CalWORKs participants. CCCP worked together to make one form for CalWORKs students to request books and materials for their classes, and established one process to document classroom hours for online courses. Staff also supports the NextUp Program, by contributing to the Alameda County Foster Youth Collaborative, that works to align services for current and former foster youth. Being apart of this collaborative allows us to have direct contacts to refer our students to housing, mental health services, supplemental educational services, and transitional support.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

All adjunct faculty members are included in all EOPS activities, discussions, training's, and decision making. For example one of our adjunct counselors recently attended the statewide EOPS training in October 2019 and presented on working with Muslim students. The same adjunct faculty member also presented to faculty and staff and College of Alameda during flex day. While completing this program review adjunct faculty were also present and contributed to the creation of SLO's, program reviews, and program updates.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Action

Improvement Actions

Improvement Action

Action Item	Description	To be completed By	Responsible Person
EOPS Advisory Committee	EOPS is in need of an advisory committee, that will be completed spring 2020.	5/30/2020	Program Manager/EOPS Director

Resource Request

Other	Other	Estimated Cost
Description/Justification		
Outreach to perspective members for the advisory committee.		0

Action Plan Summary and New Program Goals

Total Improvement Plans: 5

Total Resource Request: 6

Review, add or modify the following actions plans that were entered in each section. Then review the Program Goals that were marked as in progress. Determine if you would like to keep the in progress goals and draft new 3-year goals for your department or program. The action plan items should support your new program goals. Align your program goals to the college strategic goals and District Strategic Goals.

Section / Head	Description		
Student Services & Special Programs			

Students Served			
Improve outcomes for Latino & African American Males on campus	Improve retention and persistence rates of Latino & African American Students.	6/25/2021	Completed Date Annual Progress Update Date
Assessment			
Posting Service Area Outcomes	EOPS/CARE/NextUp will post it's SAO's online.	3/16/2020	Completed Date Annual Progress Update Date
Increase EOPS Staff	Add 1 EOPS full time counselor. Add 1 EOPS program assistant	5/29/2020	Completed Date Annual Progress Update Date

Engagement			
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Engagement			
EOPS Advisory Committee	EOPS is in need of an advisory committee, that will be completed spring 2020.	5/30/2020	Completed Date Annual Progress Update Date

New and Continuing Goals

Discipline, Department or Program Goal	College Goal	PCCD Goal
Goal 1. Support Services: EOPS plans to serve current and former foster youth effectively and increase recruitment.	Increase retention and persistence rates	Advance Student Access, Equity, and Success
Goal 3. Professional Development, Community, Institutional and Professional Engagement and Partnerships: Strengthen the EOPS/CARE Advisory Committee	Strengthen business and industry partnerships	Engage and Leverage Partners

Goal 4: Increase persistence & retention rates

Historically EOPS students have performed better than non EOPS students in regards to retention and persistence rates. EOPS staff will create and adapt to new strategies that combat the issues of today's students. College of Alameda EOPS program will commit to professional development and implementation of data driven techniques into our program plans and practices.

Strengthen Data-driven / informed decision making

Build Programs of Distinction

Resource Request Summary

Total Cost: \$0

Total Resource Request: 1

Engagement

Personnel

No Resources found for this category

Professional Development

No Resources found for this category

Technology and Equipment

No Resources found for this category

Supplies

No Resources found for this category

Facilities

No Resources found for this category

Library

No Resources found for this category

Other

No Resources found for this category

Student Services & Special Programs

Personnel

No Resources found for this category

Professional Development

No Resources found for this category

Technology and Equipment

No Resources found for this category

Supplies

No Resources found for this category

Facilities

No Resources found for this category

Library

No Resources found for this category

Other

Type	Description/Justification	Estimated Cost
	Puente Program	0

Sub-Total: \$0

Sign and Submit

Please provide the list of members who participated in completing this program review.

Lydell Willis
Mary Shaughnessy
Marissa Nakano
Charles Washington
Fathia Mohammad
Justin Lee
Hector Corrales
ValJean Dale
Jiayu He

Please enter the name of the person submitting this program review.

Lydell Willis