

EOPS/CARE NIPR

LASSEN COMMUNITY COLLEGE

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EOPS/CARE NIPR

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

Lassen Community College offers Extended Opportunity Program and Services (EOPS) to assist approximately 200 students with meeting the social, financial, and academic requirements of completing a college education. A California-funded student support program, EOPS was established in 1969 by the passage of Senate Bill 164 (Alquist), to provide services to students affected by language, social and economic hardships to achieve their educational objectives and goals; including but not limited to, obtaining job skills, vocational certificates, associate degrees, and/or transferring to four-year institutions. The Cooperative Agencies Resources for Education (CARE) program was also established by the Legislature in 1982 with the passage of Assembly Bill 3103 (Hughes). The CARE program was created to expand services for EOPS students who are welfare-dependent single heads of household enrolled full-time in community college. According to the mandate of the State, students participating in EOPS must receive support services that are “above and beyond” regular student support services available at Lassen Community College.

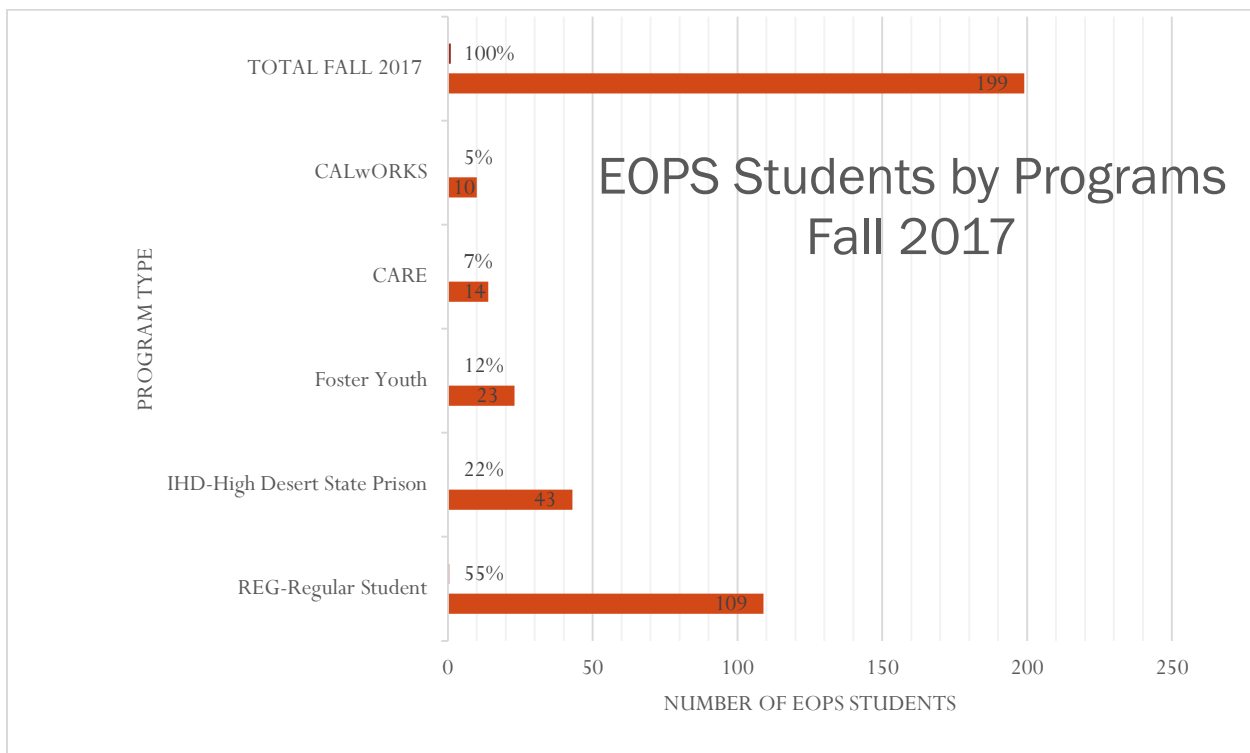
The EOPS and CARE programs provide a comprehensive and coordinated foundation of support services to high-risk students with multiple barriers to educational success. These students are low-income, academically under-prepared or at-risk, and often from historically underrepresented racial or ethnic groups.

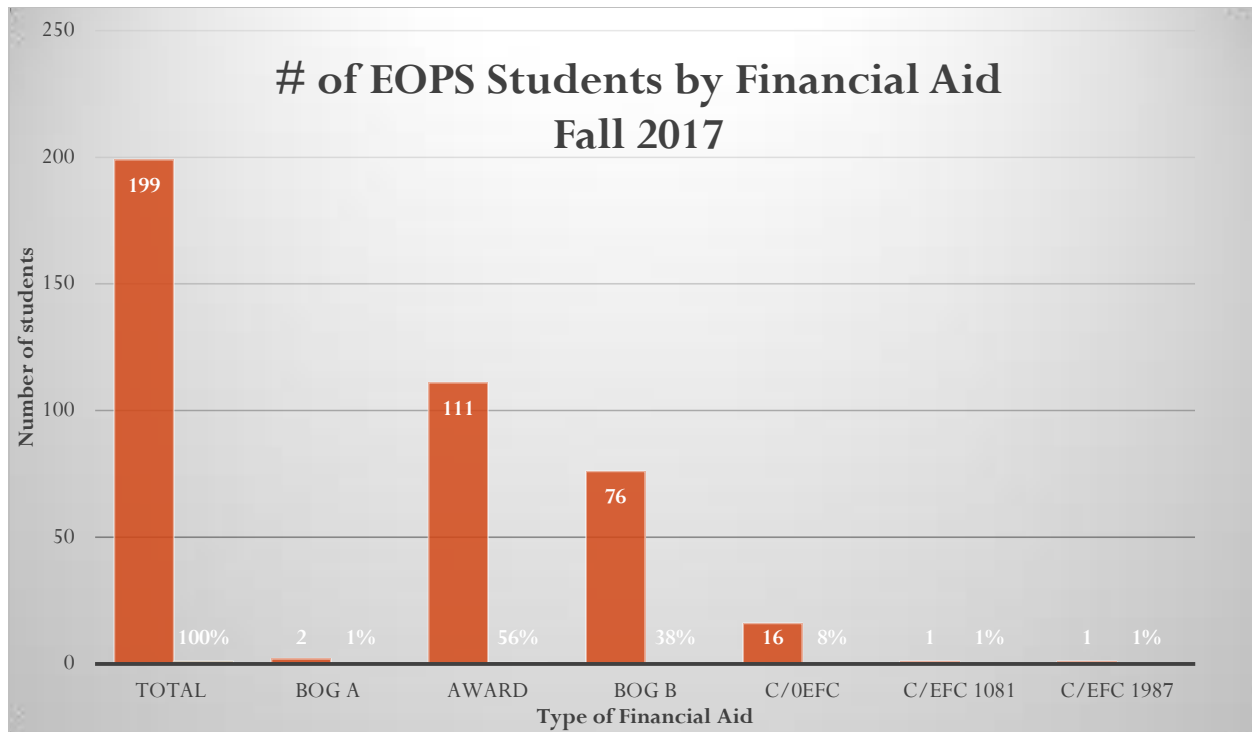
An EOPS student has access to the following services:

- Academic counseling
- Assistance in completing federal, state, and college financial aid applications
- Complimentary graduation cap and gown
- Fee waivers for UC and CSU admission application
- Invitations to engage in campus activities and special activities
- Monitoring of academic progress
- Text messages regarding EOPS updates and deadlines
- Personal counseling
- Priority Registration
- Referrals to on- and off-campus resources for academic and career support
- Meal tickets
- Textbook vouchers
- Lending library
- School supplies
- Transfer assistance to four-year schools
- Tutorial services
- University transfer letters of recommendation

The CARE Program, in conjunction with the Lassen County Department of Social Services and other community agencies, seeks to break down some of the barriers that single parents face when pursuing higher education. The program provides single parent students with additional support services including grant funds, school supplies, transportation assistance, and meal tickets. These services are in addition to the services provided to all EOPS students.

The heart of the EOPS program is the design of academic support services that are specifically designed for each student’s needs. Based on the personalized program services and regular follow-up, faculty and staff work directly with individuals to monitor and develop intervention strategies and referrals to assistance. The helping hand and personal encouragement are the cornerstone that lead to student achievement and success.





Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].

The EOPS and CARE programs align directly with Lassen Community Colleges Strategic Goal #4 Student Success as stated, “Provide a college environment that reaches-out-to and supports students, minimizes barriers, and increases opportunity and success through access and retention to enable student attainment of educational goals including completion of degrees and certificates, transfer, job placement and advancement, improvement of basic skills, and self-development through lifelong learning.” It is the goal of both EOPS and CARE to uphold this Strategic Goal by providing support to our students utilizing effective student success and equity practices while walking along side our students in their educational journey at LCC.

- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

Since the last full review done by EOPS and CARE there have been significant changes to the program to increase effectiveness and provide a greater sense of community for EOPS & CARE students. A non-exhaustive list of changes is below:

- Relocated to new space in Creative Arts 209 with secure offices and locking file cabinets for confidentiality along with a shared computer lab, study area and printing services.

- Increased collaboration and communication with CalWORKs, DSPS, and Foster Youth/ILP to better serve our mutual students and ensure information is available across program for greater student success.
- Provided joint CARE and CalWORKs workshops to maximize funding streams and provide more services to students in each program.
- Developed a new online application which combines EOPS/CARE/CalWORKs programs to decrease duplication and increase ease of access for students.
- Hired new staff including a full time Administrative Assistant and Director as well as utilized Equity funds to support an EOPS Counselor for Incarcerated Students.
- Collaborated with the Academic Resource Center to increase tutoring services as well as assist with finals week activities to increase outreach efforts to potential EOPS students and to ensure EOPS students have the resources necessary to be successful during finals.
- Utilized the Regroup texting service to communicate important “just in time” information directly to students.
- Developed new procedure for working with our incarcerated student population and re-entered the prisons to serve eligible students.
- Implemented a new “New Student Orientation” service model with a one day event aimed to create a greater community among EOPS and CARE students and provide additional resources like financial aid assistance, networking skills, books and academic advising.
- Coordinated with other institutions (Shasta College, College of the Siskiyous, College of the Redwoods and Butte College) to provide an annual regional CARE Conference now in the fourth year.
- Utilized Equity funds to provide additional books for the lending library to maximize student book vouchers especially with the change in the allocation formula which will decrease state funding for the program over several years.

Along with these positive changes in both staffing and programming the EOPS/CARE team acknowledge that continued improvement and changes are necessary to deliver the best services to students which impact student retention, degree completion and job placement/university transfer. We utilize student data from surveys each semester (see the most current results in Appendix A) as well as meet each semester with our Advisory Committee for suggestions and program improvement. To that end, we recognize the need for improvement in the following areas:

- Need timely and accurate data which is easily accessible by all staff to monitor student successes, ed plan completion, financial aid completion, courses of study, areas of need, retention and persistence, degree completion and other Key Performance Indicators.
- Ensure students understand their Ed Plan, are able to track their progress and access the Ed Plan as needed.
- Continue to develop a more effective means of orientating students both new and returning so as to better utilize our counselor and advisor’s time for face to face academic advising and guidance.

- Maintain current records and contact information for all students.
- Ensure students are able to successfully use the Portal and Canvas.
- Develop a greater defined process for students on academic probation with earlier alert system and additional supports.
- Gather tutoring data from the ARC to understand EOPS and CARE students' use of the free tutoring services develop ways to increase student use of both ARC services and the online tutoring resource.
- Provide increased access to EOPS and CARE services when students are available especially during peak times at the beginning and end of each semester.
- Increase the number of students transferring to four year universities.
- Increase students' knowledge of four year universities, employment and career options as well as culture and the arts.
- Create a more welcoming and accessible space in Creative Arts 209 (also known as Basecamp) so all students are able to meet with staff and feel welcome.
- Increase mental health training and services to equip both staff and students with the skills to better cope with the stresses of college, recognize the signs of mental health and increase success on campus.
- Provide greater financial literacy skills and increase the number of students who complete their FAFSA in a timely manner for financial aid disbursement.

Planning Agenda:

In order to address the areas of improvement discussed above we recommend the following actions be taken by the appropriate body:

- **Data Tracking System:** Work in collaboration with IT and the SSMP/Integrated Planning committee to determine the best method of tracking and monitoring key performance indicators for student success. Purchase program and train all staff on the use of the program to utilize in planning and implementation of the EOPS and CARE programs.
- **Ed Plans:** Work in collaboration with Counseling and IT to develop and maintain a student ed plan program which is easy for both staff and students to utilize and understand. This may mean purchasing a new system or increased training or modifications to the current LCC Ed Plan system. In addition, it will be necessary to revamp and simplify our current program/degree information to make it easy for students to track their progress in a program and to understand where they are and where they need to be to reach their educational goal. This will require significant collaboration between Counseling, Academic Senate, Division Chairs and other groups to create a cohesive system of degrees and requirements and the use of a graphic designer to create forms which are easy to use.
- **Orientation:** Meet as a department to determine if an online orientation would be valuable or other method of delivery to increase student understanding of EOPS. Look into the cost and discuss with other colleges who use an online format to determine fit for LCC EOPS.

- **Accurate contact information:** In order to better communicate with students in the program, accurate contact information is vital. In order to accomplish this, we will make updating contact information a part of the orientation process using the contact information in the Portal. In addition we will talk with Admissions and Records if there is a way to streamline the process when updating with the college without having to make student go to A&R to turn in a change of address form.
- **Use of Portal/Canvas:** Talk to IT to provide workshop as part of our orientation for new students to increase their understanding of the use and tools available through these online platforms.
- **Academic Probation:** Develop a policy and procedures manual which will include a process for students on academic probation. Determine if we can access information sooner to provide supports to help students off of probation utilizing the Early Alert system as well as Progress Reports.
- **Tutoring Services:** Work in collaboration with the ARC to share student information as to use and frequency of use of tutoring, math and English labs, etc... Ensure information is compatible and easy to access from all tutoring sources including the online service.
- **Increased Access to Department:** Include in this year's survey of students a question regarding hours of operation to determine if the program needs to reevaluate the times the office is open for students and adjust accordingly.
- **Increase Transfer rates:** Collaborate with the other Equity programs, Counseling and the Transfer Center to develop one field trip a semester to regional universities, employers, cultural activities/sights, etc... with the goal of increasing students comfort with going outside of the region for educational and employment opportunities since few exhaust in the immediate area.
- **Welcoming environment/Accessible space:** Remodel the entrance to Creative Arts 209 (Basecamp) to provide a reception area for student ambassadors to staff a help desk during peak times and direct students to the appropriate program and services. In addition, make all offices ADA compliant so students can meet with staff from all programs in their offices. Provide an accessible bathroom for students in the Creative Arts building which allows all students of various mobility to both enter and exit unassisted. Make a family friendly environment for CARE students by providing baby changing stations in male and female bathrooms and a lactation room for breastfeeding mothers. Provide air conditioned space for workshops and orientations.
- **Mental Health Training:** Provide a full-time mental health specialist to work with EOPS/CARE students for referral and preventative workshops/counseling groups to assist students in managing their mental health challenges so as to be successful in college.
- **Financial Literacy;** Increase collaboration with the Financial Aid office to provide financial literacy workshops and skill building to EOPS/CARE students. Continue to the positive exchange of information to increase the number of students access the EOPS program through communication with Financial Aid staff and materials. Provide additional professional development opportunities to ensure

EOPS/CARE staff are aware of financial aid procedures, processes and requirements to accurately inform students.

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

Description/Evaluation:

The AUO's for 2016-17 year were the following goals set in alignment with the EOPS Title IV regulations:

1. Progress report completion at 50%
2. 50% of all students will have three or more contacts
3. 50% of all students will have a comprehensive Education Plan completed

The EOPS Program not only met each of these goals but exceeded them significantly:

1. 71% of all EOPS students completed a progress report in 2016-17
2. 93% of all EOPS students had three or more contacts with the EOPS Counselor and Advisor including Orientation, Counseling, and advising meetings
3. 81% of all EOPS students completed a comprehensive Education Plan while in the program in 2016-17

Planning Agenda:

None

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule:
None
2. Identify any existing equipment maintenance/service agreements
Ray Morgan for photocopy machine shared by categorical programs
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
None
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
None
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.
None

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

IV. Outside Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

None

Evaluation:

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

None

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

None

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

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1. **Academic Probation:** Develop a policy and procedures manual which will include a process for students on academic probation. Determine if we can access information sooner to provide supports to help students off of probation utilizing the Early Alert system as well as Progress Reports.
2. **Orientation:** Meet as a department to determine if an online orientation would be valuable or other method of delivery to increase student understanding of EOPS. Look into the cost and discuss with other colleges who use an online format to determine fit for LCC EOPS.
 - a. **Accurate contact information:** In order to better communicate with students in the program, accurate contact information is vital. In order to accomplish this, we will make updating contact information a part of the orientation process using the contact information in the Portal. In addition we will talk with Admissions and Records if there is a way to

streamline the process when updating with the college without having to make student go to A&R to turn in a change of address form.

- b. **Use of Portal/Canvas:** Talk to IT to provide workshop as part of our orientation for new students to increase their understanding of the use and tools available through these online platforms.
- 3. **Financial Literacy;** Increase collaboration with the Financial Aid office to provide financial literacy workshops and skill building to EOPS/CARE students. Continue to the positive exchange of information to increase the number of students access the EOPS program through communication with Financial Aid staff and materials. Provide additional professional development opportunities to ensure EOPS/CARE staff are aware of financial aid procedures, processes and requirements to accurately inform students
- 4. **Tutoring Services:** Work in collaboration with the ARC to share student information as to use and frequency of use of tutoring, math and English labs, etc... Ensure information is compatible and easy to access from all tutoring sources including the online service.
- 5. **Increased Access to Department:** Include in this year’s survey of students a question regarding hours of operation to determine if the program needs to reevaluate the times the office is open for students and adjust accordingly.

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College’s planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

EOPS/CARE 2017-18

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3,4	Live Data Tracking System for Student Services	Spring 2018	\$20,000	Understanding of KPI and increased response to meet student needs for successful completion of program
1,3,4	Effective Student Educational Planning Tool and Training	Fall 2018	Up to \$50,000	Increase student retention and completion

Prioritized Recommendation for Inclusion in Student Services Master Plan
EOPS/CARE 2017-18

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3,4	Live Data Tracking System for Student Services	Spring 2018	\$20,000 annually	Understanding of KPI and increased response to meet student needs for successful retention/completion of program
1,3,4	Effective Student Educational Planning Tool and Training	Fall 2018	Up to \$50,000 annually	Increase student retention and completion
2,4	Transfer Activities	Fall 2018	\$10,000 annually	Increase in Transfer rates
3,4	Mental Health Coordinator	Spring 2018	\$100,000 salary & benefits annually	Increase student success and campus safety

Prioritized Recommendations for Inclusion in Educational Master Plan
EOPS/CARE 2017-18

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3,4	Effective Student Educational Planning Tool and Training	Fall 2018	Up to \$50,000	Increase student retention and completion
1,3,4	Live Data Tracking System for Student Services	Spring 2018	\$20,000 annually	Understanding of KPI and increased response to meet student needs for successful retention/completion of program

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.

Karissa Marino Morehouse, Director

Carol Montgomery, CARE Coordinator

Motare Ngiratmab, EOPS Advisor

Tom Rogers, EOPS/CARE Counselor

Orlando Shannon, EOPS Incarcerated Student Counselor

Pionette Edebechel, EOPS/CARE Administrative Assistant

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.
 - Increase in Workstudy allocation to staff help desk of Basecamp area with renovation of reception area.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

none

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

Staff have participated in the following conferences:

- Strengthening Student Success
- CCCEOPSA Conference
- New Director Training EOPS/CARE
- Annual Program Update
- Para Professional Conference
- Convocation
- Mental Health First Aid training

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

None

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

- 1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

None

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

None

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

None

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Two that should be included in Lassen College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan

EOPS/CARE 2017-18

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	Mental Health Coordinator	Spring 2018	\$100,000 annually	Increased student success, decrease in discipline hearings, increased student safety

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.
 - + The new space in CA 209 has allowed for increased collaboration among departments.
 - + Student space for workshops, orientation, computer use, and study area has been a huge benefit to the programs and has provided additional student space to campus.
 - New offices are not ADA compliant and a student in a wheelchair cannot access staff offices for services.
 - Lack of access to restrooms for all students.
 - Lack of air conditioning which makes it difficult to hold orientation and workshops during the first month of school.
 - Lack of diaper changing stations in the restrooms
 - Need for a lactation room for breastfeeding mothers.
 - Appropriate desks and furniture for offices as requested upon moving in a year ago
 - Need for a reception area and remodeled front entrance with DSPTS for greater access and use of the entire Basecamp space.
2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

None
3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes
4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

In order to provide accessible service to all LCC students and not just a few, the modifications to the building to enable ADA accessible access is imperative. In addition, as part of the new Basecamp concept a welcoming and inviting reception space would truly enhance the wonderful work already done by facilities to create a clean, modern and esthetically pleasing space for students and staff.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

None – all require institutional action

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan

EOPS/CARE 2017-18

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3,4	Accessible doorways for all staff offices	Summer 2018	Company to pay	All students will have access to staff offices
3,4As	Accessible bathroom for students and staff (automatic door opener)	Spring 2018	\$2000	Accessible bathrooms for staff and students
3,4	Corrected furniture as outlined 12/2016 with appropriate installation of current computer stations	January 2018	Already budgeted	Best use of space as originally designed
4	Installation of Welcome/Reception Center with TV monitor	January 2018	\$500	Increased student success
3,4	Lactation room with privacy, electrical outlet, comfortable chair and small table.	Fall 2018	\$1000 initially	Welcoming college environment for breastfeeding mothers

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

As noted, either a new Educational Planning Tool is needed or increase in training and modifications to current tool for effective use by students and staff. And also to have access to data in a user friendly and timely manner.

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

Assistance in determining effective tool and implementation

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation.

Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

Research into and implementation of a Student Planning tool for Ed Plans by all counseling, EOPS/CARE staff.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

None

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

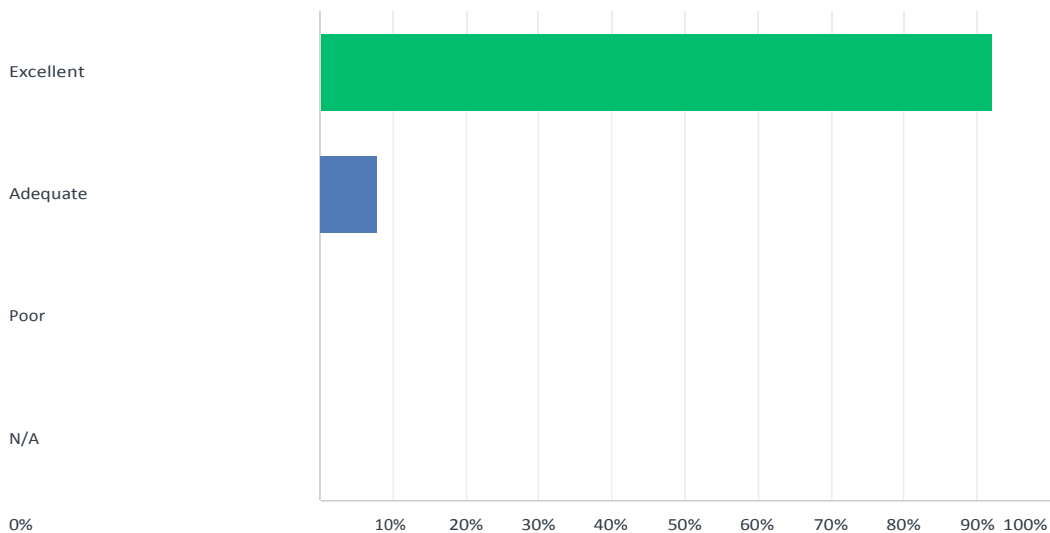
EOPS/CARE 2017-18

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,4	Ed Planning Tool	Fall 2018	Up to \$50,000 annually	Increase Student degree completion
1,3,4	Live Data Tracking System for Student Services	Spring 2018	\$20,000 annually	Understanding of KPI and increased response to meet student needs for successful retention/completion of program

EOP&S Survey Fall 2017

Q1 Was the EOP&S Orientation informative?

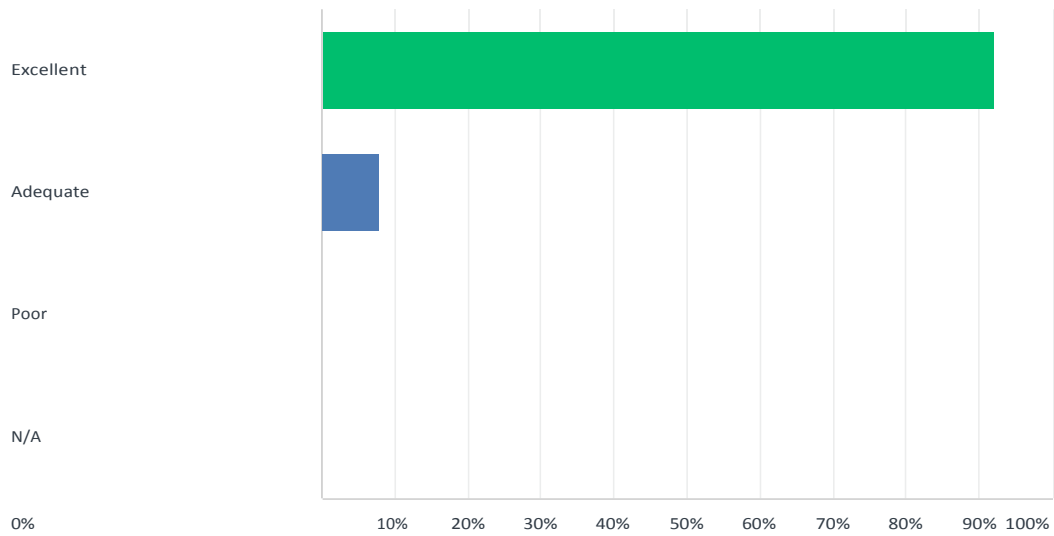
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	92.00%	23
Adequate	8.00%	2
Poor	0.00%	0
N/A	0.00%	0
TOTAL		25

Q2 Did you understand the services available to you from the EO&S Program?

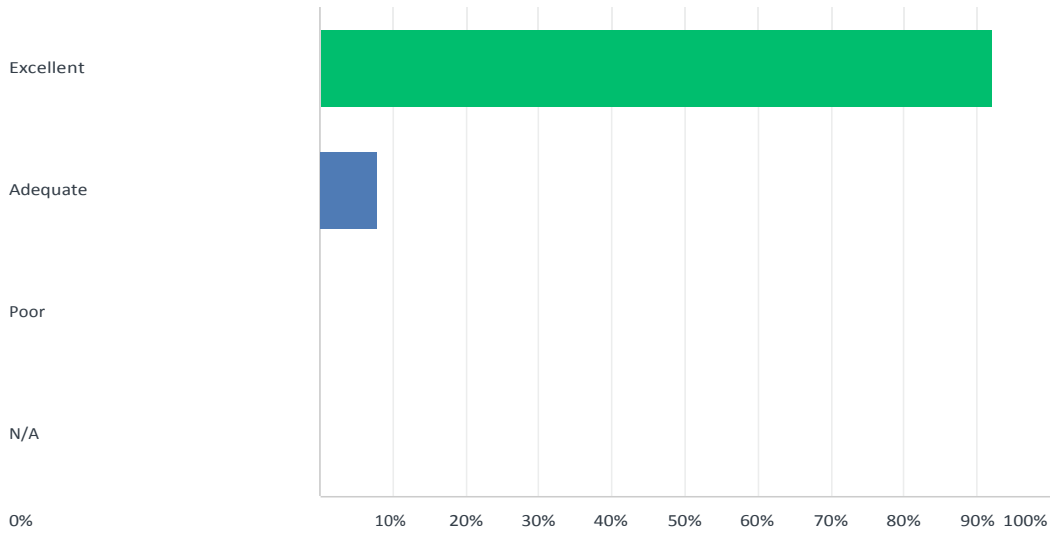
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	92.00% 23
Adequate	8.00% 2
Poor	0.00% 0
N/A	0.00% 0
TOTAL	25

Q3 Have your questions regarding EOP&S Services been answered adequately and completely?

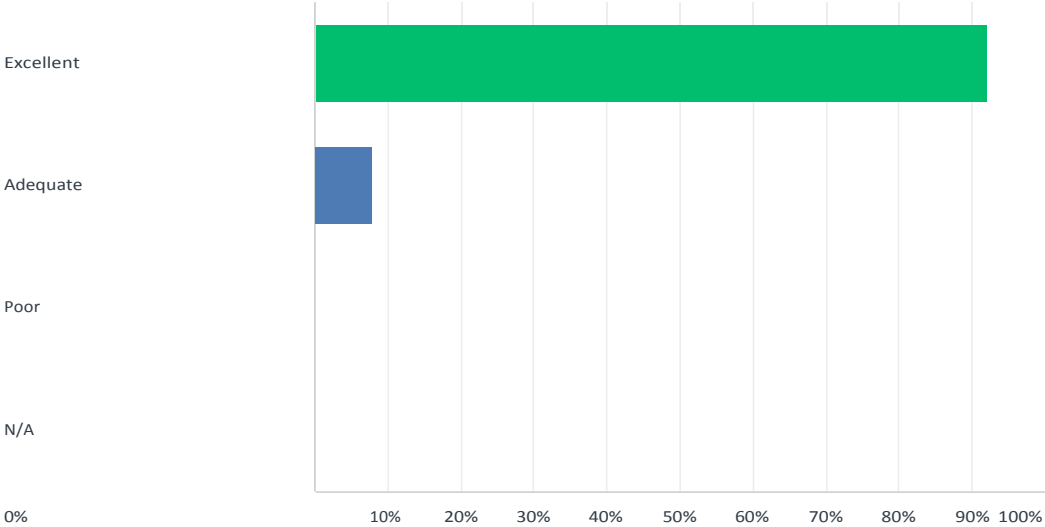
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	92.00%	23
Adequate	8.00%	2
Poor	0.00%	0
N/A	0.00%	0
TOTAL		25

Q4 Have the services provided to you been helpful and responsive to your needs?

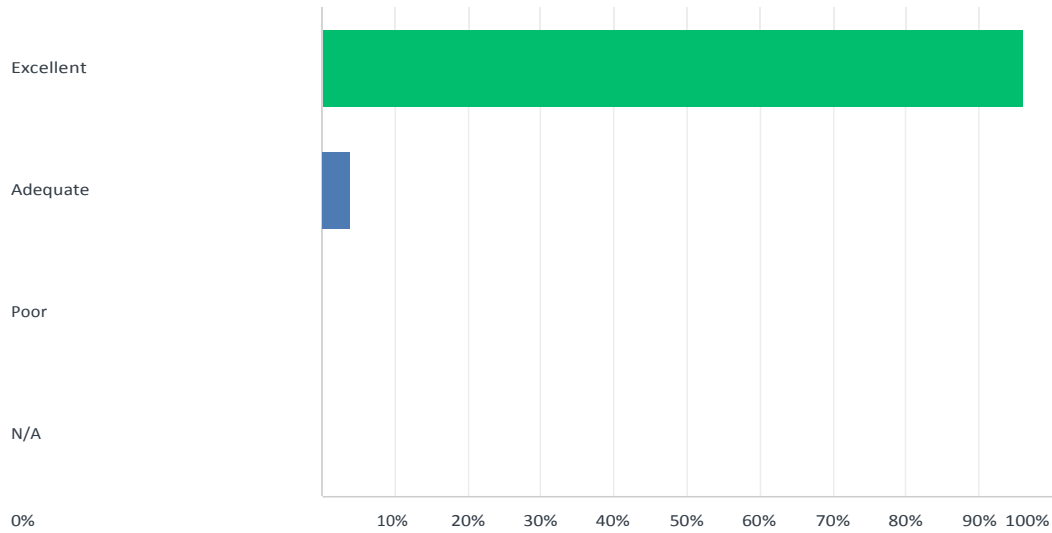
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	92.00%	23
Adequate	8.00%	2
Poor	0.00%	0
N/A	0.00%	0
TOTAL		25

Q5 How would you rate the overall quality of service you received from the EOP&S Program?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	96.00% 24
Adequate	4.00% 1
Poor	0.00% 0
N/A	0.00% 0
TOTAL	25

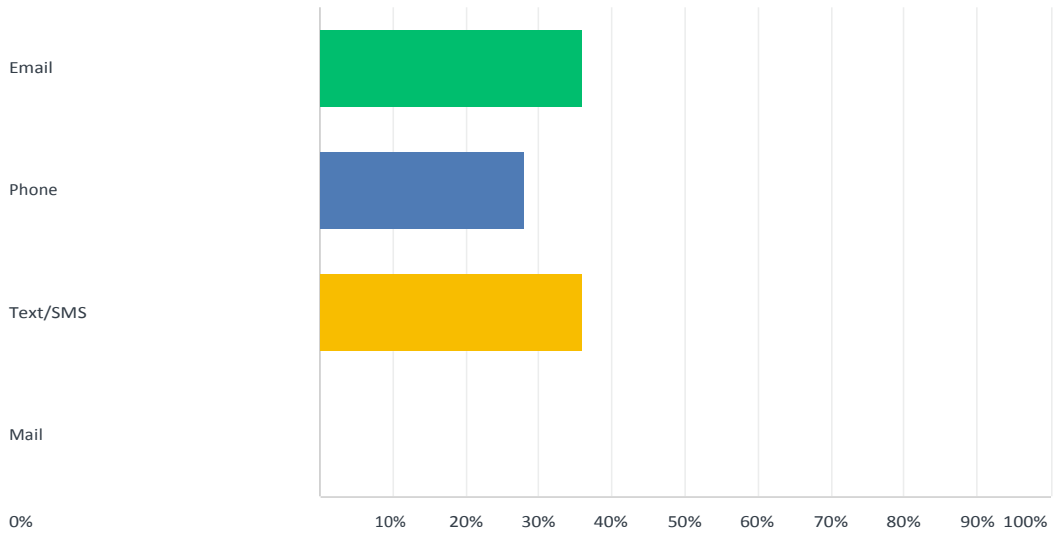
Q6 Of all the services that EOP&S can provide, which one is most & least beneficial to you?(Please rank in order 1 through 13 - with the highest number being the best)

Answered: 25 Skipped: 0

	1	2	3	4	5	6	7	8	9	10	11	12	13
Personal Support	22.22%	5.56%	5.56%	5.56%	0.00%	0.00%	0.00%	11.11%	5.56%	11.11%	11.11%	11.11%	11.11%
		4	1	1	1	0	0	0	2	1	2	2	2
Book Services	0.00%	4.76%	0.00%	0.00%	4.76%	4.76%	4.76%	4.76%	4.76%	0.00%	14.29%	4.76%	52.38%
		0	1	0	0	1	1	1	1	1	0	3	1
Educational Plan	0.00%	6.25%	12.50%	0.00%	0.00%	6.25%	6.25%	12.50%	6.25%	12.50%	12.50%	18.75%	6.25%
		0	1	2	0	0	1	1	2	1	2	2	3
Tutoring	6.25%	18.75%	6.25%	12.50%	0.00%	18.75%	6.25%	0.00%	12.50%	12.50%	0.00%	0.00%	6.25%
		1	3	1	2	0	3	1	0	2	2	0	0
Progress Reports	6.67%	6.67%	0.00%	13.33%	6.67%	6.67%	20.00%	6.67%	13.33%	13.33%	0.00%	6.67%	0.00%
		1	1	0	2	1	1	3	1	2	2	0	1
Counseling	5.56%	5.56%	0.00%	11.11%	5.56%	11.11%	5.56%	11.11%	16.67%	5.56%	5.56%	0.00%	16.67%
		1	1	0	2	1	2	1	2	3	1	1	0
Transfer Assistance	6.25%	6.25%	0.00%	0.00%	12.50%	18.75%	12.50%	12.50%	0.00%	12.50%	6.25%	12.50%	0.00%
		1	1	0	0	2	3	2	2	0	2	1	2
Gas Card	23.53%	5.88%	11.76%	5.88%	5.88%	5.88%	5.88%	0.00%	5.88%	5.88%	5.88%	5.88%	11.76%
		4	1	2	1	1	1	1	0	1	1	1	1
Meal Cards	6.25%	0.00%	12.50%	12.50%	12.50%	6.25%	6.25%	0.00%	6.25%	18.75%	12.50%	6.25%	0.00%
		1	0	2	2	2	1	1	0	1	3	2	1
Lending Library	0.00%	6.25%	0.00%	18.75%	0.00%	6.25%	12.50%	6.25%	12.50%	12.50%	18.75%	6.25%	0.00%
		0	1	0	3	0	1	2	1	2	2	3	1
Recognition	6.25%	0.00%	31.25%	0.00%	18.75%	12.50%	6.25%	6.25%	6.25%	0.00%	0.00%	0.00%	12.50%
		1	0	5	0	3	2	1	1	1	0	0	0
Events	0.00%	22.22%	11.11%	5.56%	16.67%	0.00%	5.56%	11.11%	5.56%	5.56%	5.56%	11.11%	0.00%
		0	4	2	1	3	0	1	2	1	1	1	2
Survival Kits	12.50%	6.25%	12.50%	18.75%	6.25%	6.25%	6.25%	12.50%	0.00%	0.00%	0.00%	12.50%	6.25%
		2	1	2	3	1	1	1	2	0	0	0	2

Q7 What is the best way for the EOP&S Staff to reach you?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Email Phone	36.00%	9
Text/SMS	28.00%	7
Mail	36.00%	9
	0.00%	0
TOTAL		25

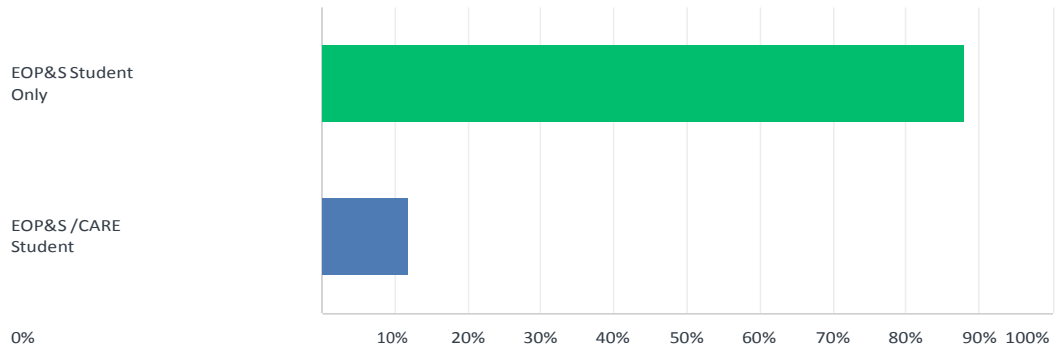
Q8 Please list any suggestions on how EOP&S/CARE could better serve the students of Lassen Community College.

Answered: 15 Skipped: 10

#	RESPONSES	DATE
1	All a wonderful program so far :)	11/9/2017 11:28 AM
2	they are all great	11/9/2017 11:02 AM
3	i think its a really solid program	11/8/2017 10:01 AM
4	NONE	11/8/2017 8:53 AM
5	Establishing a group study hall up stairs of various classes in order to help others students work with each other. It's college an many people have questions and need help in classes but most people don't like asking for help no matter how much they need it.	11/7/2017 9:54 AM
6	you guys are doing an excellent job!	11/1/2017 8:58 AM
7	They are amazing!	11/1/2017 8:53 AM
8	EOP&S IS DOING A GREAT JOB. THANK YOU. :)	10/20/2017 12:56 PM
9	I don't have any suggestions, the staff are doing a great job.	10/20/2017 10:05 AM
10	I think they're doing a great job as is	10/19/2017 11:31 AM
11	EOP&S/CARE is a great program and it is an amazing thing to have for an opportunity especially for classes.	10/19/2017 11:29 AM
12	N/A, great job!	10/18/2017 11:45 AM
13	So far everything has been great.	10/18/2017 11:35 AM
14	Nothing you guys are doing a superb job!	10/17/2017 9:19 PM
15	Setting up individual meetings with students to continuously see how they are doing	10/17/2017 2:17 PM

Q9 Please select your student type in the EOP&S/CARE Program?

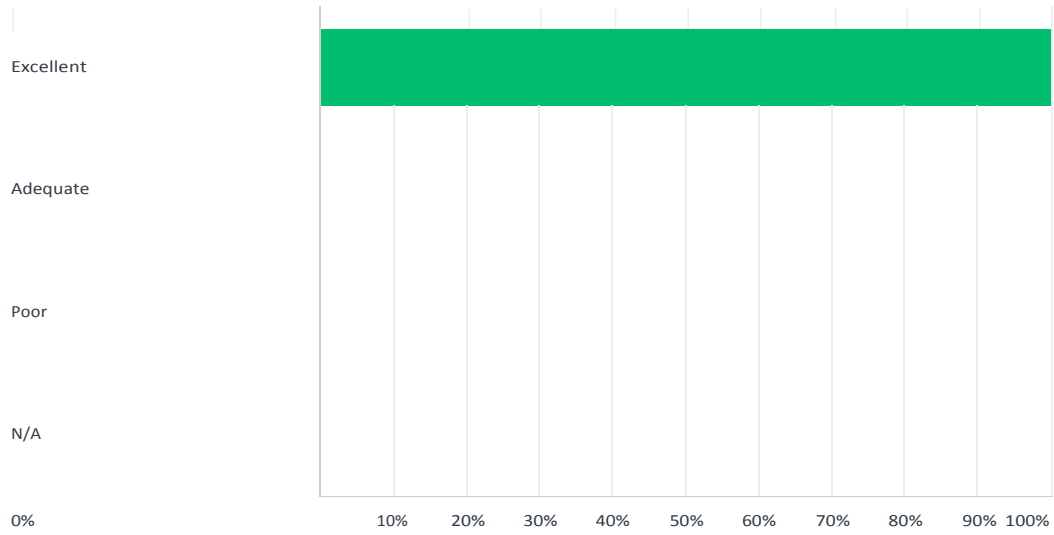
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
EOP&S Student Only	88.00%	22
EOP&S /CARE Student	12.00%	3
TOTAL		25

Q10 Was the CARE Orientation informative?

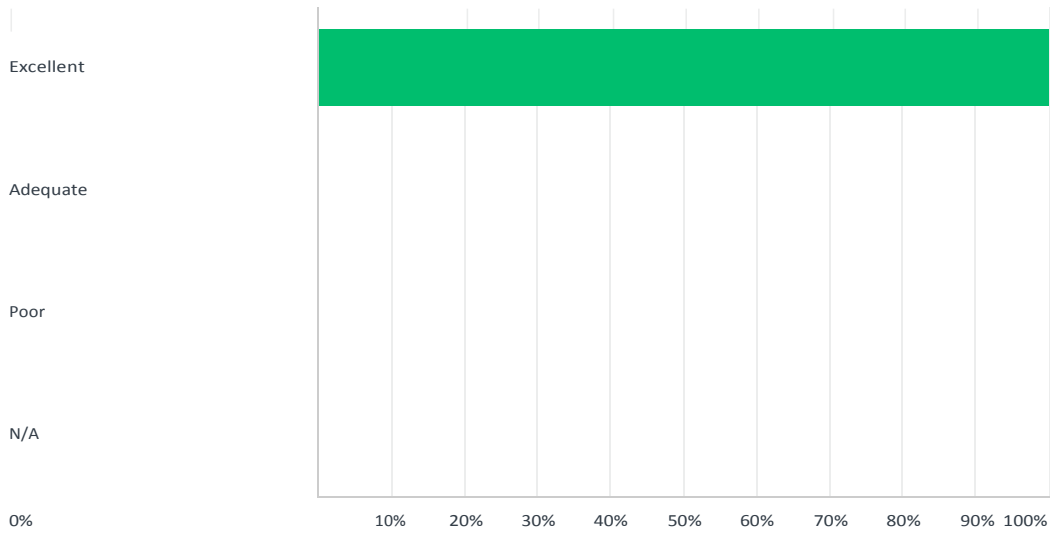
Answered: 3 Skipped: 22



ANSWER CHOICES	RESPONSES	
Excellent	100.00%	3
Adequate	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
TOTAL		3

Q11 Did you understand the services available to you from the CARE Program?

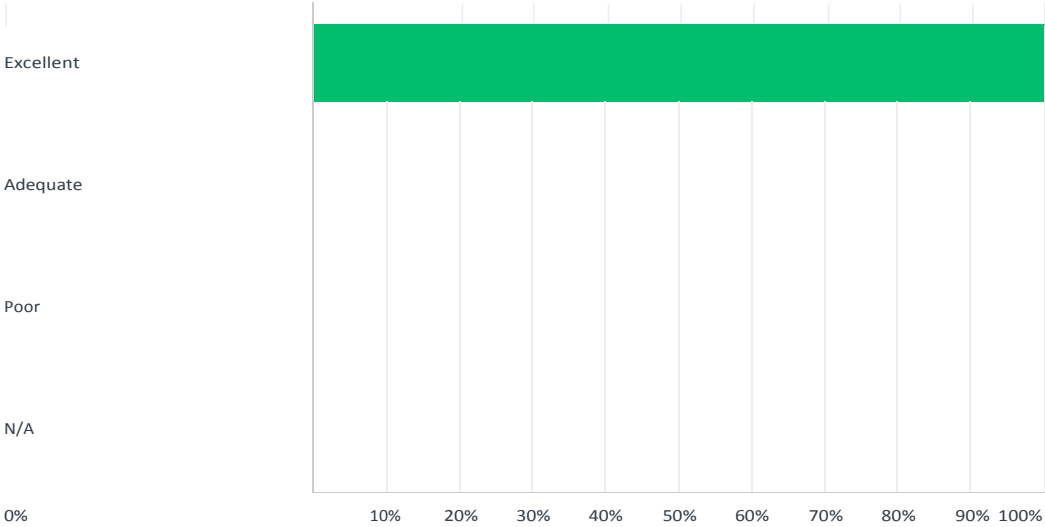
Answered: 3 Skipped: 22



ANSWER CHOICES	RESPONSES	
Excellent	100.00%	3
Adequate	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
TOTAL		3

Q12 How would you rate the overall quality of service you received from the CARE Program?

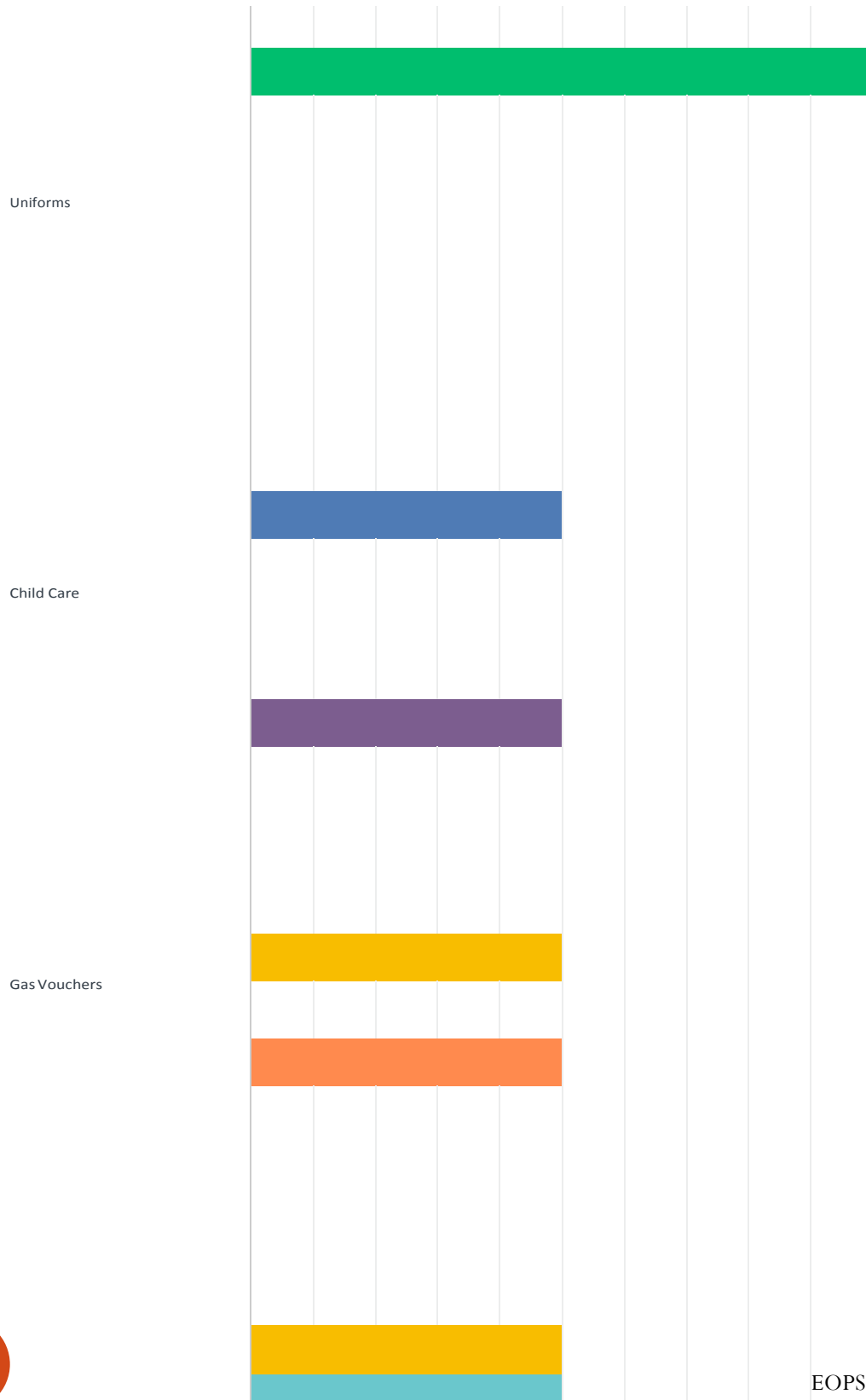
Answered: 3 Skipped: 22



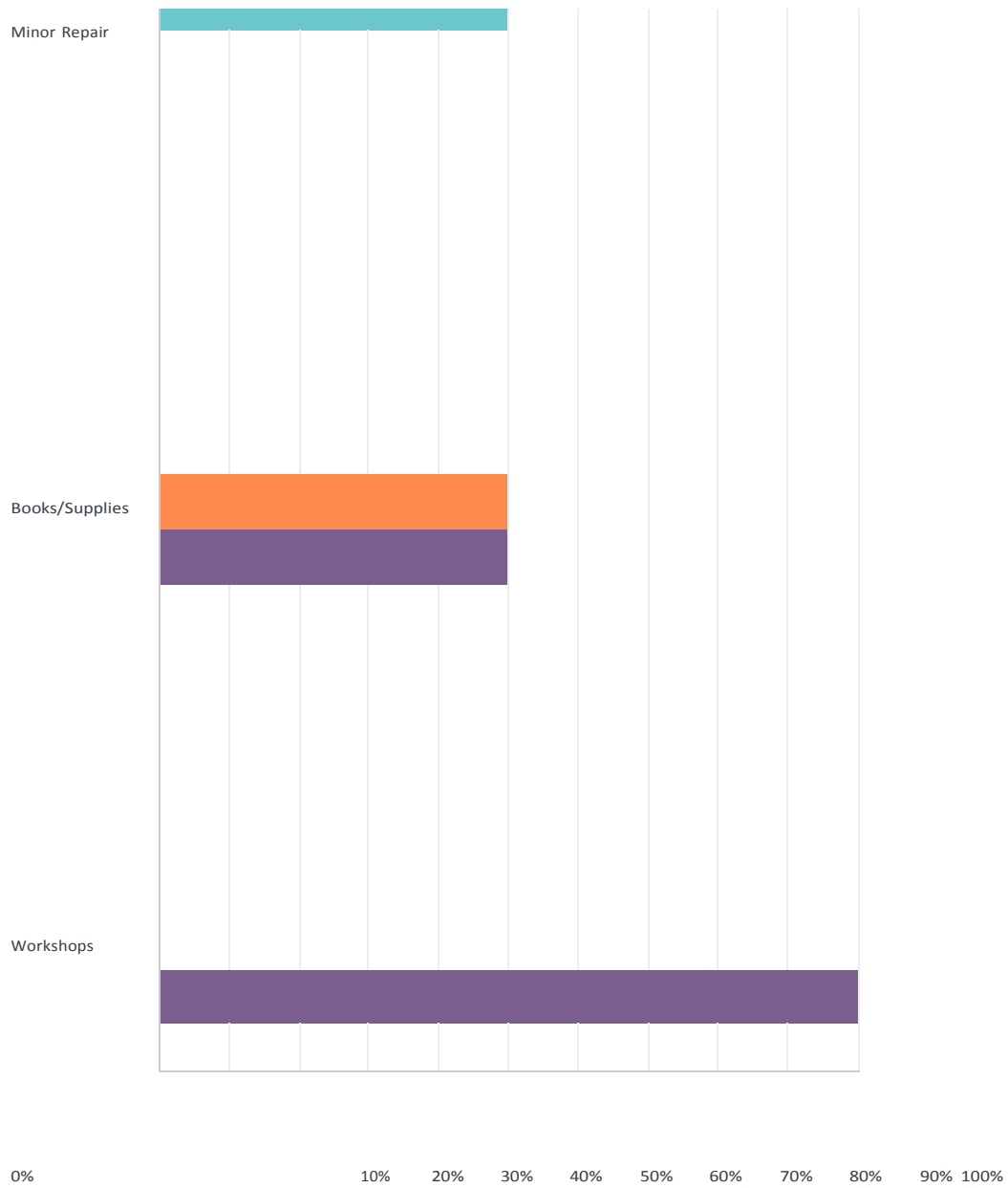
ANSWER CHOICES	RESPONSES	
Excellent	100.00%	3
Adequate	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
TOTAL		3

Q13 Of all the services that CARE can provide, which one is most & least beneficial to you?(Please rank in order 1 through 6 - with the highest number being the best)

Answered: 3 Skipped: 22



EOP&S Survey Fall 2017



1 2 3 4 5 6

	1	2	3	4	5	6	TOTAL
Uniforms	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		1	0	0	0	0	0
Child Care	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%
		0	1	0	0	0	1
Gas Vouchers	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%
		0	0	1	0	1	0
Minor Repairs	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%
		0	0	1	1	0	0
Books/Supplies	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%
		0	0	0	0	1	1
Workshops	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
		0	0	0	0	0	1
							1

Appendix B:

(insert information as needed)

Appendix C:

(insert information as needed)

Appendix D:

(insert information as needed)

Appendix E:

(insert information as needed)

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.