

EOP&S/CARE

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Tom Rogers – Director/ Counselor

Tom Rogers

Tami Wattenburg – Coordinator

Tami Wattenburg

Motare Ngiratma – Advisor

Motare Ngiratma



Lassen Community College

Extended Opportunity Programs & Services (EOP&S) and Cooperative Agencies Resources for CARE

Section # 1. EOP&S/CARE Executive Summary

The Extended Opportunity Programs and Services (EOP&S) is a state grant funded program that provides above and beyond services which are already provided by Lassen Community College. This program serves about 200 Lassen College students every year. This program provides positive encouragement for students who are disadvantaged by social, economic, and educational challenges.

Support serves include a variety of things from academic advising, supplies, book service vouchers, priority registration, cap and gowns, workshops, tutoring and transfer assistance.

Below is a prioritized list of goals and objectives for EOP&S and CARE:

1. To provide services that are specifically designed for EOP&S students. Over and Above and additional to what Lassen Community College offers.
2. Provide students with current information regarding services available and eligibility determination.
3. Counsel participants on academic, career and personal issues to facilitate their progress toward successful completion of educational goals.
4. Increase the number of EOP&S students transferring to a 4 year college.
5. Continue to provide students with Book Services.
6. Provide adequate child care services and increase the number of CARE students.
7. EOP&S students will have applied for Financial Aid and have completed files.
8. Advertise the existence of EOP&S and eligibility requirements for participants.
9. Identify recruitment resources on campus and in the community in order to promote EOP&S enrollment.
10. Establish orientations for EOP&S students at multiple times and dates so that they can get the full benefits of the program services.
11. Provide emotional and academic support for students through groups and workshops on topics that address barriers to academic success.
12. Strengthen probability of student retention through activities designed to increase student self-confidence.

13. Maintain an EOP&S/CARE Advisory Committee that represents the various constituencies of the campus and community on order to provide the program with a multitude of perspectives and resources.
14. Maintain an EOP&S/CARE Club in which students can learn and exercise leadership skills that support the “over and above” services of EOP&S activities.
15. Provide access for students to view educational plans electronically on the EOP&S/CARE website.
16. Develop EOP&S/CARE website page to Lassen College website.

**NON-INSTRUCTIONAL PROGRAM REVIEW
EXTENDED OPPORUNITY PROGRAMS AND SERVICES**

PROGRAM DESCRIPTION:

Extended Opportunity Programs and Services (EOP&S) is a state funded program designed to assist underrepresented, non-traditional low-income, first generation and educationally disadvantaged students gain access to, and successfully complete, higher education. EOP&S students may also be defined as "at risk" since students who are academically underprepared and have financial need often do not succeed in college without the services of programs such as EOP&S. The purpose of the EOP&S program is to assist low income and educationally disadvantaged students to achieve their academic goals at Lassen College through a variety of support functions which include: priority registrations, orientation, and recruiting, counseling, special classes, book grants and services. EOP&S services also included advocacy, childcare, special workshops/speakers, tutoring, academic monitoring, and other transition type assistance with financial aid, admissions and registration procedures. The Extended Opportunity Programs and Services (EOP&S) provides over and above supplements to the regular educational programs of Lassen College to encourage the enrollment and retention of students challenged by language, social, and economic disadvantages. EOP&S, and its companion CARE (Cooperative Agencies Resources for Education) program, facilitate the successful completion of participating students' educational goals and objectives in as timely a manner as possible. At Lassen College, EOP&S serves 200-225 students a year; a highly diverse population of men and women of all ages, various ethnicities/race/cultures, and in the full range of "life stages" from recent high school graduates to re-entry single parents to retired persons seeking a new career and first generation students.

Cooperative Agencies Resources for Education (CARE) is a supplementary grant program within EOP&S to provide additional services and benefits to welfare-department single parents with children under the age of fourteen.

Description:

To assist underrepresented, non-traditional, low-income, first generation and educationally disadvantaged students to achieve their academic goals through a variety of support functions. To increase current and potential students' awareness of the variety of college services available which foster student access, retention and success by strengthening communication efforts. To increase students' understanding of the entire range of available educational alternatives including vocational education options, transfer and other personal objectives by strengthening the collaboration with instructional faculty and with the local business community. To address the needs of a diverse population of students who are participating in EOP&S/CARE programs through activities that identify academic strengths and weakness. To plan for an increase in space allocated to students who are educationally and economically disadvantaged in order to deliver services more efficiently. Establish and assess student learning outcomes.

Evaluation:

The majority of program goals and objectives are those contained in the EOP&S program plan. EOP&S staff has operated with the EOP&S plan as their guide in providing services to students. EOP&S/CARE letters and emails will continue to be sent to all EOP&S/CARE students. Appointments are not necessary to see your EOP&S/CARE counselor because of our open door policy. Outreach activities will be examined regarding appropriate venues and time frames. Campus publicity will continue to be addressed through visual media in the environment. Publications are already being utilized to advertise program activities: EOP&S/CARE BBQ's, EOP&S Award Celebration and other program related events. Assessment tests will be interpreted and input in datatel; educational plans will be comprehensive and updated before mid- semester. Work collaboratively with other student services programs to align outcomes. Will participant in learning outcomes workshops.

Recommendation/Goal:

EOP&S staff continue to review both qualitatively and quantitatively the implementation of activities to reach stated goals/objectives. Letters and workshop documentation will be visible in the students file. Publications will be sent to county welfare offices and available for students on campus. Individual educational plan and assessment will determine appropriate services.

SECTION 2: OUTSIDE COMPLIANCE ISSUES:

Annually Reports and Operational Program Reviews and Fiscal Audits are submitted online as well as some documents mailed to the Chancellor's Office. (SAARC Reporting)

September:	EOP&S Final Expenditures Report (A-1 Form)
October:	CARE Final Expenditures Report (A-1 Form)
November:	EOP&s/CARE Budget, EOP&S Program Plan
January:	MIS Report (End of Term)
February:	EOP&S/CARE Declaration of Unused funds/report for additional funds
June:	MIS Report

Description:

EOP&S/Care programs are subject to an operational program review (OPR) and fiscal audit by the Chancellor's Office. The OPR is an on-site review of Lassen's programs to determine compliance with Title V regulation (California Ed. Code, Chapter 2.5 Division 7, of Title V of the California Code of Regulation), and compliance with EOP&S/CARE program plan. A fiscal audit is to determine if the EOP&S/CARE funds are being spent in compliance with Title V Regulations. OPR/Fiscal Audits are scheduled during the College's self-study/accreditation process provided the Chancellor's office staff has sufficient resources to comply with their own scheduling process.

Evaluation:

EOP&S had an OPR and fiscal audit in 2000-2001. Compliance issues were addressed and corrected.

Recommendation/Goal:

EOP&S/CARE is scheduled for an OPR in 2010-2011. Review Title V, the program plan and the former OPR (2000) and insure EOP&S/CARE program is in compliance. Due to fiscal state budget crisis OPR's will not be done, until further notice from the chancellor's office.

SECTION 3: IMPACT ON STUDENTS:

Students will be informed and served in a more efficient and timely matter as it relates to EOP&S/CARE program services. Questionnaires will be sent out in the future and student impact will be re-evaluated.

Description:

The timely and accurate submission of reports will insure the program services will not be interrupted. OPR's fiscal audits insure the program services to students are evaluated by an outside objective party to insure compliance with State Regulations and the program plan. Information will be mailed out to all EOP&S students on current events, timelines, changes, and/or updates regarding the EOP&S program.

Evaluation:

Letters were sent out at least two weeks in advance for any up-coming events or any deadlines that needed to be meant.

Recommendation/Goal:

Continue to serve the EOP&S/CARE students in an efficient and timely manner.

Student Satisfaction Questionnaire:

EOP&S/CARE has been distributing student satisfaction questionnaires and getting comments about our program services in Spring 09. (See Appendix A – Student Satisfaction Questionnaire. 38 students completed the questionnaire.

Evaluation:

Analysis of the data indicates that 33 students were very satisfied with the quality of the program, while only 5 students that the program was just adequate. This indicates that the majority of the students that filled out the survey were very pleased with our services.

Recommendation/Goal:

Continue with the student satisfactory questionnaire. To monitor the results to where student dissatisfaction is found and take appropriate action to correct the problem. To mail out the survey not hand them out.

SECTION 4: PERSONNEL AND SUPPORT SERVICES:

EOP&S/CARE staff consists of Director-Counselor, Coordinator (program assistant), and an Advisor.

Description:

There are a total of three staff members in the EOP&S/CARE departments. They include a Director/Counselor, Coordinator (program assistant), and Advisor.

Evaluation:

Current staffing is not adequate to meet the needs of our student population. EOPS currently serves about 200-225 students a year.

Recommendation/Goal:

With continual state allocation reductions in our EOP&S budget, future personnel costs may not be met by categorical funds. Evaluate a new proposed EOP&S statewide allocation formula to determine effects on personnel costs over the next several years. When the state budget gets stabilized, then evaluate for an office assistant position to EOP&S.

SECTION 5: FACILITIES AND EQUIPMENT:

Facilities:

EOP&S/CARE staff is all together in room VT 119. We occupy three offices in our department that houses, our CARE Coordinator, Director-Counselor and our EOP&S Advisor. We are all in one stop now. We run our workshops, meetings and orientations here. VT 119 is also where are lending library is located. EOP&S also has storage area located in the "N" portable building. This area holds all over-flow of books, supplies and equipment due to our current area being too small. Work study students share office space with us.

Equipment:

A computer/printer for each staff. A Minolta copier shared between EOP&S/CARE. The files are stored in file cabinets; each office has a desk, storage cabinets, and office supplies. In the EOP&S/CARE office area hosts 3 computers for the students to use.

Description:

EOP&S/CARE staff occupies three offices located in the one-stop shop in the student services building. However, the EOP&S/CARE office is not secured, one door into the office is not lockable therefore, supplies, books and computers are at risk to be stolen. The equipment includes computer/printer for each staff member, copier, files, desks, storage cabinets and office supplies.

Evaluation:

A side from confidentiality issues and heavy traffic between other offices, the location is convenient for students. However, after an extraordinary audit – we need to purchase locked, heavy duty file cabinets, confidential and secured offices. Upgrade our Minolta copier- the current one is not producing the quality and quantity we need.

Recommendation/Goal:

The district needs to look seriously at building a loft in the current EOP&S/CARE area for storage and privacy. Budget to purchase a Minolta copier and locking file cabinets for student files, and looking for some type of security into and out of the EOP&S/CARE office.

PROFESSIONAL GROWTH:

All EOP&S/CARE staff attends the statewide conferences in October and March.

Recommendation:

Would like to be able to send staff to other personal growth conference not relating to specifically EOP&S but for student success, retention, MIS , time managing and budgeting.

SECTION 6: BUDGET:

The EOP&S has a budget funded by the State and is cut approximately 5% every year. CARE has a budget also funded by the State and is subject to 5% cut. If there a COLA (cost of living adjustment) it will offset the 5% cut depending on what the COLA percent.

Description:

The 2008-2009 Budget included approximately 62465.00 dollars in district funds and 411557.00 in State Allocated categorical funds from EOP&S. Due to possible large cuts through the state proposed for 2009-2010 EOP&S may get a 40% cut. The CARE budget for 2008-2009 is 64451.00.

Academic Year	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013 PROPOSED
EOP&S Allocations	377,981	415,931	411,557	248,341	253,655	253,665	253,665
CARE Allocations	68,318 –(40)	67,843 – (40)	64,451 – (29)	38,746 – (21)	36,809 –(23)	36,809 (15)	36,809
Student Serviced -	437	551	440	268	366	309	
Unduplicated head count		401	376	199	227	222	
Student Cap		354	354	214	214	214	214
Bk Service	139,066	125,057	128,245	52,867	59,289	52,243	
Services to students	227,989	185,057	141,746	59,705	81,147	65,210	60,912
Salaries/Benefits	116,275	215,871	245,305	182,796	154,326	177,238	176,112
Operation expenses	33,717 (computers)	15,003	24,506	5,840	18,192	11,217	16,641

Book Allocation Must spend	69,613	76,871	76,871	46,384	46,384	46,384	46,384
ARRA- EOPS/ CARE				25,973/ 2527			
Reallocated Funds				1,623-bks	8,850 -bks		
District Contribution 10% of Directors Salary/benefits & 50% of Counselors Salary/benefits	62,732	62,102	62,465	37,672	37,672	37,672	37,672
Items in Purple = Allocation							

Evaluation:

Our EOP&S budgets have not been receiving the 5% percent cuts as proposed. The year 2009-2010 state is looking to cut the budget possibility by 40%. CARE did receive a little budget cut due to student count was down. The year 2010-2011 and 2011-2012 there were no budget cuts. The EOP&S and CARE Budget remained the same for both years.

Recommendation/Goal:

Evaluate the new proposed statewide EOP&S allocation formula and its effects on Lassen's EOP&S budget. Continual cuts may require partial district funding of current categorical funded positions.

SECTION 7: SUMMARY AND PRIORITIZED RECOMMENDATIONS:

1. **Security for our department and office**
2. Building a loft above the offices in the EOP&S area for confidentially and storage – (bring all supplies from storage building “N” to above loft).

60,000 and will be energy efficient
3. Minolta Copier, Filing cabinets- locking, new electronically filing system

15,000
4. After approval by the EOP&S/CARE Advisory – Purchase Kendal Readers for E-Books so the EOP&S/CARE students can loan them out.

2,000

5. Part-Time Office Assistance – New position

Part time w/o benefits – 10,000

6. Send staff to other conferences/workshops relating to students success and retention.

7. Update all computers and software 2013-2014 or 2014-2015.

15,000

Appendix A:

Student Satisfaction Survey 2008-2009

Total surveys returned - 38

Instructions: Please respond to each of the evaluation questions listed below concerning the quality of services which you received. Indicate responses by circling the appropriate number on a scale of one to three: CARE students please answer CARE questions as well. **1 – POOR 2 – ADEQUATE 3 – EXCELLENT – N/A – (if you are not a CARE student)**

- 1) Was the EOP&S Orientation informative? 1 = **0** 2 = **5** 3 = **33**
Was the CARE Orientation informative? 1 = **0** 2 = **3** 3 = **16**
- 2) Did you understand the services available to you from the EOP&S Program? 1 = **0** 2 = **4** 3 = **33**
Did you understand the services available to you from the CARE Program? 1 = **0** 2 = **3** 3 = **17**
- 3) Have your questions regarding EOP&S services been answered adequately and completely? 1 = **0** 2 = **3** 3 = **36**
- 4) Have the services provided to you been helpful and responsive to your needs? 1 = **1** 2 = **2** 3 = **34**
- 5) How would you rate the overall quality of service you received from the EOP&S Program? 1 = **0** 2 = **3** 3 = **34**
How would you rate the overall quality of service you received from the CARE Program? 1 = **0** 2 = **1** 3 = **16**
- 6) Of all the services that EOP&S can provide, which one is most & least beneficial to you?
(Please rank in order one through thirteen - **with highest number being the best**)
- Personal Support – **13-3-12-7-13-check mark, check mark, 9-11-1-6-12-1-7- X-1-check mark, 11-6- 12-4-4-check mark-X-12-5**
Book Services - **X- 13-3-10-1-13-check mark, check mark, check mark, 12- 13-2-12-3-5-6-X-3-X-check mark, X-13,13,1-13-12-13-1-check mark-X-check mark-1-X-X-1-9**
- Educational Plan -**X,13-2-7-6-10-check mark, check mark, check mark, 8-4-3-7-5-7-5-X-3-check mark,X-10-12-7-13-10-13-2-check mark -X-check mark -2-X-X-6**
- Tutoring - **n/a-2-11-4-13-check mark, check mark, check mark- 2-1-4-5-2-6-4-X-1-6-11-8-5-13-3-check mark-X-check mark-11-10-**
- Progress Reports -**13-1-8-5-13-check mark, 5-9-5-4-8-4-3-2-7-9-9-13-9-11-4-check mark-X-check mark-3-X-2**
- Counseling –**X-13-1-9-8-13-check mark,-check mark, -13-5-6-11-6-8-2-X-3-check mark,-X-12-10-10-13-6-13-5-check mark-X-4-X-7**
- Transfer Assistance – **1-13-11-10-X-10-3-13-1-7-2-1-X-3-check mark – 1-4-11-13-3-11-X-10-8**
- Gas Voucher – **0-5-2- ?-11-2-12-13-1-13-3-2-3-2-13-0-9-1**
- Meal Cards – **X- 13- 0 -6-3-1-check mark , -7-8-7-10-4-12-3-X-8-7-4-13-7-13-6-X-check mark-8-X-X-12**
- Lending Library – **X -13-0-3-9-10-4-12-8-8-1011-1-X-5-8-5-13-7-11-X-5-X-11**
- Recognition – **13-1-4-12-6-check mark – 3-6-9-2-9-10-1-3-2-6-13-11-11-X-check mark-X-X-4**
- Events – **0-2-10-6-1-7-10-3-11-9-3-4-1-13-1-1-X-7-3**
- Survival Kits- **13-0-1-13-10-check mark, -6-10-11-9-13-8-1-9-5-3-13-2-8-13-check mark-X-check mark-6-X-X-13**

(book bags, supplies, USB's)

CARE Student's Only:

Uniforms – **10- 4-6-1-n/a**

ChildCare – **13- 3-check mark-4-2-2**

Gas Vouchers – **9-2-2-6-1**

Minor Repairs- **12-1-3-3-3**

Bks/Supplies – **11-5-1-5-5**

Workshops - **8-6-5-4-4**

- 7) What is the best way for the EOP&S Staff to reach you? Email **17** Phone **29** Mail **12**
- 8) Please list any suggestions on how EOP&S/CARE could better serve the student's of Lassen Community College?

Nothing its fine the way it is.

I'll just figure out what you do and conform to that (smiling face) Thanks Mo

None

I don't know – everybody's been great!

N/A

All aspect of EOP&S is fine & staff is well informed.

Very well run – Thank you

Seems good to me – Make providing resources & education on cheaper housing

If I think of any, I'll let you know. Thank you

None

You guys are doing great keep up the good work (smiling face)

They are doing the great job! Thank you all for your help!

More scholarships

N/A

Everything was and has always been excellent

None

I really like this Program – I wouldn't change it.

You all do a wonderful job and I am so thankful for all you do. You are helping me achieve my dreams! (smiling face)

Just keep up the good work

Keep it up

I think that the staff is doing a great job helping me reach my educational goals

Not have to run around the campus trying to find teacher unavailable or would not get back to me on my progress

reports-or my gas vouchers- Cindy Howe got me thur the progress report but I never could get the gas vouchers

Need to explain more about where everything is at Lassen College. Also where to go if needing anything.

None that I can think of

Only received books, on EOP&S scholarship

Thank you for participating in this survey.

Please return survey by May 8, 2009 to the EOP&S Office.