

EOPS/CARE

Annual Update (2016 – 2017)

LASSEN COMMUNITY COLLEGE

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CONTENTS

PROGRESS REPORT	1
ADMINISTRATIVE UNIT AND/OR STUDENT LEARNING OUTCOMES	3
PROGRAM NEEDS ASSESSMENT	3
PROGRESS AND REPRIORITIZATION OF RECOMMENDATIONS	3
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN INSTITUTIONAL EFFECTIVENESS MASTER PLAN	3
PRIORITIZED RECOMMENDATION FOR INCLUSION IN STUDENT SERVICES MASTER PLAN	4
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN EDUCATIONAL MASTER PLAN	4
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN HUMAN RECOURSE MASTER PLAN	4
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN THE FACILITIES MASTER PLAN	5
PRIORITIZED RECOMMENDATIONS INCLUSION IN INSTITUTIONAL TECHNOLOGY MASTER PLAN	5
ADDITIONAL INFORMATION	5
ATTACHMENT C	6
LASSEN COMMUNITY COLLEGE MASTER PLAN OVERVIEW	6

EOPS/CARE

Annual Update

Progress Report

Review previous NIPR and/or annual updates. Describe progress made on any recommendations. Describe any changes made within the program.

1. Security for our department and office *Completed*
 - Relocated to new space with secure offices and locking file cabinets for confidentiality.
2. Send staff to conferences/workshops relating to students success and retention. *Ongoing*
 - Staff attend the EOPS fall and spring conferences, Student Success and Paraeducators conferences.
 - Improve staff understanding and awareness of mental health, poverty, homelessness and other barriers to student success.
3. To provide services that are specifically designed for EOP&S students. Over and Above and in addition to what Lassen Community College offers. *Ongoing*
 - Develop and conduct a new survey for students to assess the needs of current EOP&S students to be completed spring 2017.
4. Provide students with current information regarding services available and eligibility determination. *Ongoing*
 - Update information online to accurately reflect program information and services by spring 2017.
 - Continue to send postcard reminders and e-mails to students via financial aid information.
 - Utilize the new texting option to inform students of EOP&S services and events.
5. Counsel participants on academic, career and personal issues to facilitate their progress toward successful completion of educational goals. *Ongoing*
 - Based on program requirements and AUOs, students meet three time minimum with the advisor/counselors.
6. Increase the number of EOP&S students transferring to a 4 year college. *Ongoing*
 - Utilize National Student Clearinghouse data to track EOP&S/CARE students.
 - Provide field trips to CSU and UC campuses.
 - Refer students to the Transfer Center.
7. Provide students with Book Services. *Ongoing*
 - 139 students utilized the lending library checking out 436 books in fall 2016. 165 book vouchers were distributed at \$400 per student to purchase required books at the LCC bookstore.

8. Provide adequate child care services and increase the number of CARE students. *Ongoing*
 - Increase outreach to inform students of CARE services.
9. EOP&S students will have applied for Financial Aid and have completed files. *Ongoing*
 - Based on program requirements students must apply for financial aid via the BOG or FAFSA.
 - Our staff work closely with the Financial Aid Department to ensure students complete their financial aid process. Currently 74% of fall 2016 EOP&S students have completed financial aid files.
10. Advertise the existence of EOP&S and eligibility requirements for participants. *Ongoing*
 - Update website and include fillable PDF application online – to be completed by end of fall 2016.
 - Maintain website to provide accurate and current information.
 - Work with faculty to promote program and services.
11. Identify recruitment resources on campus and in the community in order to promote EOP&S enrollment. *Ongoing*
 - Flyers are distributed every term.
 - Information is disseminated with financial aid packets.
 - Investigating social media as a means to recruit students.
 - Participate in Lassen College outreach activities such as College Day and Discover Lassen.
12. Establish orientations for EOP&S students at multiple times and dates so that they can get the full benefits of the program services. *Ongoing*
 - Based on Title V regulations the department holds orientation no earlier than two weeks prior to the first day of school.
 - Investigating online platform for EOP&S orientation.
13. Provide emotional and academic support for students through groups and workshops on topics that address barriers to academic success. *Ongoing*
 - CARE provides monthly training and workshops to help students deal with a broad range of topics.
 - Participate and help plan the annual Region I CARE Conference held in collaboration with five other community college CARE programs in Northern California.
14. Strengthen probability of student retention/persistence through activities designed to increase student self-confidence. *Ongoing*
 - Develop monthly activities/workshops and communication strategies to increase persistence.
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15. Maintain an EOP&S/CARE Advisory Committee that represents the various constituencies of the campus and community in order to provide the program with a multitude of perspectives and resources. *Ongoing*
 - Meetings are conducted every fall and spring.
16. Develop EOP&S/CARE website page to Lassen College website. *In-progress*
 - In spring 2014, a request was made to have access to develop a webpage.

17. Improve access to resources. *In-progress*

- Explore avenues to utilize Canvas on line tools to improve EOP&S/CARE communication and promote engagement between staff to students and student to student.
- Collaborate with the Academic Resource Center (ARC) to increase the number of students accessing tutoring services.
- Explore the possibility of developing and staffing a learning center in the new EOPS/CARE area in collaboration with DSPS and ARC.

Administrative Unit and/or Student Learning Outcomes

In 2015-2016, all the AUOs for EOP&S were assessed and all achievement targets were met.

- Progress Report: Target of 50%, actual number – 68%
- 3 or more Contacts: Target of 50%, actual number - 86%
- Ed Plan Completed: Target of 50%, actual number – 84%

Program Needs Assessment

- Seek additional funding to build the lending library as funding from CCCCCO decreases and/or provide additional technology for students as programs move from books to Online Educational Resources (OER)
- Utilize storage to manage book inventory to meet student needs and demands.
- Seek professional development opportunities that will increase the awareness of and sensitivity to barriers (mental health, poverty, homelessness) for student success.
- Explore and develop ways to utilize new student area and create an environment conducive to student success (tutoring, workshops, collaboration, maker space, study groups, innovative learning, and a student safe space) and foster positive learning opportunities.

Progress and Reprioritization of Recommendations

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendation for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendations for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendations for Inclusion in Human Recourse Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendations for Inclusion in the Facilities Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Additional Information

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.