

CSM STUDENT SERVICES PROGRAM REVIEW

Annual Program Review Form: Academic Year 2007 - 2008

Date: July 9, 2008

Student services unit: EOPS/CARE

Student services unit staff: Counselors: Sylvia Aguirre-Alberto; Arnett Caviel; Aisha Upshaw and Counselor/Coordinator Ruth Turner; Program Services Coordinators: Lorena G. del Mundo and Tami Hom; EOPS Specialist Warren Shelby. Counseling Interns: Christina and Lorena G. del Mundo, and Danita Scott-Taylor, Director.

Program review prepared by: Danita Scott-Taylor

A. Summary description of your unit's program and services (one paragraph):

Extended Opportunity Programs and Services (EOPS) offers 'above and beyond' support services designed to increase the access, retention and success rates of low-income, often first generation college students who are enrolled full-time and meet income and educational criteria. Cooperative Agencies Resources for Education (CARE) serves EOPS students who are at least eighteen years of age, single-head of household with children under the age of fourteen, and receive TANF (Temporary Assistance for Needy Families). CARE students receive all EOPS services plus the additional supportive services listed below.

B. Number of students served/types of services provided: EOPS: 542 CARE: 8
Students received assistance with counseling, priority registration, book service, a bus pass discount or semester parking permit, grants, computer access, transfer services including application and transcript fee waivers, university tours, tutoring, assistance completing college, financial aid and scholarship applications and the opportunity to attend study skills and personal development workshops. CARE students received all of the EOPS services listed above as well as supplies, parenting workshops, meal cards, grants, assistance paying child care costs, and special events such as the Holiday Gift Drive and CARE/CalWORKs retreat.

C. List significant unit accomplishments in 2007-2008:

- Increased initial CSM Student Services Program Improvement Survey respondents by requiring students to complete a survey before receiving summer services.
- Received 8,922 visitors, up fifty-eight percent (58%) from previous year
- Provided presentations and workshops to 1,436 high school students, 122 parents and counselors, 30 eighth and ninth graders, and 228 persons at eight community agencies.
- Campus outreach activities reached an additional 784 students.
- Conducted thirteen success workshops on topics ranging from time management to preparing for exams, and finding and applying for financial aid.
- Held 7th Annual EOPS Preview Day & 8th Annual Summer College Readiness Program
- Hosted the 20th Annual Student Recognition Celebration
- Staff served on the 2nd Annual Region III CARE/CalWORKs Retreat planning committee
- Continued collaborated with ESL faculty to provide outreach services to ELD high school students
- Continued collaborated with Transfer Center to identify students for the UC Berkeley

Transfer Alliance Program

- Students earned 10 certificates; 29 degrees; 24 transferred; 49 were named to the Dean’s List; and 48 received scholarships (representing 40% of all recipients) and 56 were EOPS Academic Achievers (3.00 GPA or higher and not on Dean’s list).

D. Where appropriate, delineate the relationship of significant unit accomplishments in 2006-2007 to the current Student Services Planning Document:

Goal	Action Step	Accomplishment
1. Programs and Services	1.1	Increased initial CSM Student Services Program Improvement Survey respondents by requiring students to complete a survey before receiving summer services.
	4.5	
2. Enrollment Management	6.1	Conducted thirteen success workshops on topics ranging from time management to preparing for exams, and finding and applying for financial aid.
	6.4	
3. Diversity	1.7	Collaborated with Transfer Center to identify students for the UC Berkeley Transfer Alliance Program
4. Assessment	1.8	
5. Staff Recruitment, Retention, Development, & Recognition	2.5	Provided presentations and workshops to 1,436 high school students, 122 parents and counselors, 30 eighth and ninth graders.
	2.1	
6. Institutional Planning & Resources	1.2	Offered the Sixth Annual EOPS Preview Day and Seventh Annual Summer College Readiness Program (SCRP)
	2.1	
7. Facilities		Collaborated with ESL faculty to provide outreach services to ELD high school students

E. Summarize the results of the annual student survey for your unit (including the total number of survey responses) AND identify the implications for the future delivery of your unit’s services:

One hundred and two (102) students responded to the 2006-2007 CSM Student Services Program Improvement Survey for EOPS/CARE. Nearly all students expressed great satisfaction with EOPS services and staff: 73% rated EOPS services ‘Excellent,’ 20% ‘Very Good,’ 6% ‘Good,’ and 1% ‘Fair.’ Similarly, satisfaction with staff and the staff’s ability to answer questions (bracketed percentages) is also high: 68% [69%] ‘Excellent,’ 22% [24%] ‘Very Good,’ 8% [7%] ‘Good,’ and 2% [1%] ‘Fair.’ Most students are pleased with the availability of office hours rating EOPS ‘Excellent’ (58%), ‘Very Good’ 28%, ‘Good’ 10%, and Fair (3%). Sixty percent (60% - Excellent) believe that the EOPS application process was clearly explained, thirty-one (31%) felt the explanation was ‘Very Good,’ while the remainder found it ‘Good’ (7%) or ‘Fair’ (1%). Overwhelmingly, students believe EOPS services is instrumental in assisting them to remain in college—76% responded ‘Significantly,’ 23% ‘Moderately,’ and 1% ‘Very Little.’ Students find the counseling, book service, transportation assistance, and computer lab most helpful. Expanded tutoring hours and subjects, more on-line services and opportunities for students to gather are requested improvements. Program staff will continue to develop its web page, and will seek to provide on-line services that support the EOPS/CARE mission.

F. Summarize the findings of your unit's assessment of Student Learning Outcomes AND identify the implications for the future delivery of your unit's services.

EOPS/CARE evaluates student learning outcomes each semester through a pre/post assessment in the Career 121: Planning for Student Success course. Students must complete CRER 121 with a 'C' grade or better by their second semester in the program. This course continues to be a critical component in increasing students' knowledge of transfer, degree, and certificate requirements, campus support services, student success strategies and goal setting. As in previous semesters, students demonstrate significant improvement in relation to identified student learning outcomes. Staff reinstated the Student Success Workshop series as a result of 2005-2006 SLO findings, and will continue to expand these offerings as it relates to transfer and degree preparation.

G. Summarize your unit's strategies and accomplishments that have fostered a climate in which diversity is recognized and valued:

We are fortunate to serve in a program developed to provide access to higher education to the States most vulnerable students. Inherent in the mission of EOPS/CARE is the outreach and recruitment of a diverse ethnic and socio-economic population which encompasses students with disabilities, diverse language and cultural groups and sexual orientation. Central to the spirit of EOPS/CARE is tolerance, acceptance and respect. Events such as the Multicultural Food Festival encourage students to share their perspectives with their EOPS family members furthering our commitment to provide an environment rich in diversity.

H. List your anticipated goals for 2007-2008 based on the findings of this year's 2006-2007 Program Review:

- Continue to review and update EOPS/CARE web site and web based program offerings
- Seek collaborative opportunities with Student Employment and Career Center
- Implement third and sixth semester SLO assessment of continuing students
- Continue to enhance tutorial services and workshop offerings
- Increase number of CARE participants

I. Identify your unit's needs and recommendations for 2006-2007 (including staffing, equipment, etc.):

- Fill vacant program services coordinator position
- Replace and/or update program equipment including copier
- Assess program staff needs, particularly in the area of counseling

K. Provide a brief two or three sentence description of your unit's key accomplishments for possible use in the "2006-2007 Student Services Key Accomplishments" publication.

EOPS/CARE served five hundred and fifty students, received 5,654 visitors and provided outreach services to nearly 1,000 potential students. Staff hosted the 8th EOPS Preview Day, the 7th Summer College Readiness Program and the 2nd CARE/CalWORKs Retreat. Students earned

nine certificates, thirty-two degrees, eighteen transferred, sixty-one appeared on the Dean's List and thirty-eight received scholarships.