



## 2018-2019 Program Review Report

<b>Division/Area Name: EOPS</b>	<b>For Years: 2020-2021</b>
<b>Name of person leading this review:</b> Dr. Rashitta Brown-Elize, Director	
<b>Names of all participants in this review:</b> Dr. Rashitta Brown-Elize, Director Dietra Jackson, EOPS Counselor Reina Burgos, EOPS Counselor Dr. Salvador Suarez, EOPS Counselor Peggy Sosa, EOPS Counselor (Palmdale Center) Yvette Petrin, EOPS Program Specialist Jenell Paul, EOPS Technician Diana Wright, EOPS Technician Hilda Thompson, EOPS Technician Linda Rose, Clerical III	

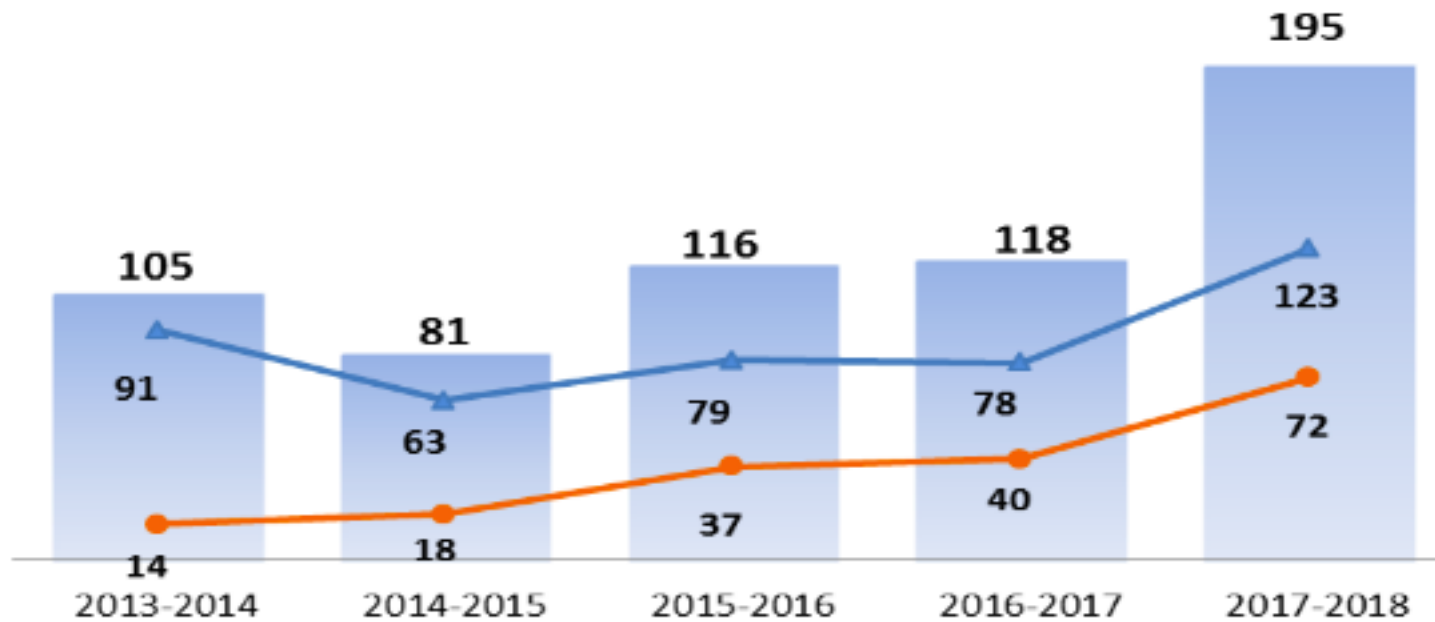
### Part 1. Program Overview:

<p><i>1.1. Briefly describe how the program contributes to the district <u>mission</u>:</i></p> <p>The mission of Antelope Valley Community College District is to provide a comprehensive education to a diverse community of learners by placing student success and student centered learning as our number one priority through high quality educational standards and innovative programs and services in an innovative team-driven environment. EOPS contributes to the Antelope Valley Community College Districts mission by offering support to students who otherwise may not be able to participate and benefit from a college education. EOPS provides its students with priority registration and a comprehensive counseling program that promotes degree or certificate completion within six semesters or by 70 units as required by California Community College Chancellors Office. The program also offers financial support through textbook grants and financial grants. In addition to providing priority registration, counseling, and financial support, EOPS provides Transfer assistance, scholarship opportunities, and peer mentoring. CARE students receive transportation assistance in the form of a gas card or bus pass, and additional support services for students who are parents through workshops. Students are required to make adequate progress by following their education plan and achieving success in the courses in which they enroll. Students in the program learn how to navigate the complexities of the college, receive one on one academic, career, and transfer support from counselors and staff. The EOPS program has high expectations of its students. In EOPS we provides a caring environment and the resources needed to help students reach their academic, career, and personal goals.</p>
<p><i>1.2. State briefly program highlights and accomplishments:</i></p> <p><i>Within the past five years, one of our accomplishments has been a steady increase in the number of EOPS students who complete certificates and degrees. During the 2013-2014 academic year, 14 EOPS students completed a Certificated Program. In 2017-2018, 72 EOPS students earned a certificate. In terms of degrees, in the 2013-2014 academic year 91 EOPS students earned a degree. The number of EOPS students who earned a degree more than doubled within five years, with 195 EOPS earning a degree in 2017-2018.</i></p>

## Program Awards

### EOPS

—▲— Degree —●— Certificate



#### Other Accomplishments:

Increasing exposure to 4 year campuses,  
USC-28 students,  
UCLA- 40 students

CSU, Northridge- 14  
UC Santa Barbara- 10

1.3. Check each Institutional Learning Outcome (ILO) supported by the program.

✓ <b>Communication</b>	<ul style="list-style-type: none"> <li>✓ Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis.</li> <li>✓ Demonstrates listening and speaking skills that result in focused and coherent communications</li> </ul>
✓ <b>Creative, Critical, and Analytical Thinking</b>	<ul style="list-style-type: none"> <li>✓ Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills.</li> <li>✓ Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.</li> </ul>
✓ <b>Community/Global Consciousness</b>	<ul style="list-style-type: none"> <li>✓ Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well-being of society and the environment.</li> <li>✓ Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.</li> </ul>
✓ <input type="checkbox"/> <b>Career and Specialized Knowledge</b>	<ul style="list-style-type: none"> <li>✓ Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.</li> </ul>

1.4. Check each Educational Master Plan (EMP)/Strategic Plan Goal supported by the program.

✓ Goal 1*: Commitment to strengthening institutional effectiveness measures and practices.
✓ Goal 2*: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services.
✓ Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills.
✓ Goal 4*: Advance more students to college-level coursework-Develop and implement effective placement tools.
✓ Goal 5: Align instructional programs to the skills identified by the labor market.

\*Indicates College-Wide Priorities for 2018-2021 as of fall, 2018.

**Part 2.A. Please provide the results of any internal and external environmental scan information you have gathered related to the program e.g. surveys, interviews, focus groups, advisory groups, licensure exam scores, job placement, State mandates, etc.:**

Our accomplishments include continuously working to assist students in reaching their educational goals. In the survey below, out of 196 respondents, 83.68% (164) of respondents stated that EOPS has assisted them in achieving their educational goals. About 5.6% (11) of the respondents were new to EOPS when the survey was administered, which may account for some of the neutral responses.

One of the ways EOPS assist students in reaching goals is through 3 mandatory counseling sessions per semester. Based on survey results, out of 194 respondents, 91% (177) were satisfied with the services they received from their EOPS-CARE Counselor. One respondent, however, was dissatisfied.

**Part 2.B. Analyze the [program review data](#) (please see the program review data retrieval instructions and attach your program review data page with any other supporting documents), the above environmental scan information, and anything else related to your area to identify the program strengths, weaknesses, opportunities, & threats (SWOT):**

<b>Strengths</b>	EOPS is helping students reach their goals. The number of EOPS graduates has continued to grow
<b>Weaknesses</b>	New survey data needs to be collected, the survey referenced is from the previous year
<b>Opportunities</b>	Opportunities to serve more students have grown as funding has increased
<b>Threats</b>	A decrease in funding means a decrease in the number of students we can serve at AVC.

**Part 2.C. Review and comment on progress towards SLO/PLO/OO Action Plans:**

Significant progress was made to increase program awareness via brochures, campus monitors, the electronic board, and through a complete revamping of the EOPS webpage.

**Part 2.D. Review and comment on progress towards past program review goals:**

One of the past program review goals was to hire an educational advisor. Instead of hiring an educational advisor, overload hours were offered to the existing EOPS counselors, which allowed us to meet the guidelines required for EOPS counselors as established by Title V. Progress was also made in exposing more students to 4 year campuses. This year we took 80 more students to visit campuses than the previous year. This required us to move away from the van service offered by AVC and to utilize a charter bus to increase access to visit 4-year campuses.

**Part 3. Based on Part 2 above, please list program/area goals for 2020-2021:**

<i>Program/Area Goal #</i>	<i>Goal supports which ILO/PLO/SLO/OO?</i>	<i>Description of Goal</i>	<i>Steps to be taken to achieve goal?</i>
#1 Completion	PLO	Students need to have comprehensive ed plans to ensure they are on the right track to graduation	-EOPS counselors create comprehensive Ed plans for all EOPS students
# 2 Access	PLO	To improve access to the program EOPS needs a new online application that is not a google application.	- Work with IT to create a new EOPS application.
#3 Transfer	PLO	Increase the number of CARE students who transfer to 4 year campuses	-Expose CARE students to programs at 4-year institutions that provide support for student-parents.

**Part 4. Resource Requests that Support Program Needs (Based on above analyses and listed in priority order):**

<i>Type of Resource Request</i>	<i>Summary of Request</i>	<i>New or Repeat Request</i>	<i>Amount of Request, \$</i>	<i>One-Time or Recurring Cost, \$</i>	<i>Contact's Name</i>
Faculty					
Classified Staff	CARE Coordinator	repeat	\$10,000	recurring	Rashitta Brown-Elize
Technology	New Online EOPS Application	new	\$3000	One time	Rashiitta Brown-Elize
Physical/Facilities					
Supplies					

Professional Development					
Other					