

Notes from EOPS's review and discussion of the ASO Student Advocacy Survey Summary for AY 2014-2015

The first thing that the staff noticed was the fact of 281 respondents, 254 (90.4%) were aware of the EOPS & CARE programs at AVC. Furthermore, 56 of the respondents (20%) were program participants. This was most encouraging. Of the 23 programs students were asked about, EOPS/CARE ranked 11th. This was surprising since we have a fairly strict set of requirements to qualify as an EOPS/CARE student. Pgs. 2/11,4/11, 5/11 &25

Action taken to improve program visibility:

- We are currently working on a new program tri-fold brochure.
- We now offer counseling services at the Palmdale center.
- Director has established a connection w/ the Head HS Counselor for the district and they are working on several outreach programs & events.
- EOPS/CARE manned a table at the Student Services Programs Fair and collected 15 student applications.
- The office purchased an EOPS/CARE logoed 8' table cover and two banners to be used at outreach events.

Several times the students mentioned the cleanliness of the campus and the facilities. (The only exception being the bathrooms.) pg.4

Action taken to improve appearance of the EOPS/CARE office and individual's workspace:

- The afternoon of Thursday, August 6th was designated as "Office Clean up day and the entire staff pitched in to clean, dust, purge organize and enhance the office in general as well as their own space.
- It was decided that we, as a staff, would do the "Big Clean" on a quarterly basis.

Coming under the umbrella of "Student Services," came the comment: "I love the support services provided on campus to help support students in their educational success." A similar comment was: "Exceptional services provided for

students.” The EOPS/CARE staff is continually talking about the best ways for us to be serving students. *We take great pride in the fact that our students are pleased with our services and the way they are treated in their dealings with us.
Pg. 10

Action taken to further support our EOPS/CARE students:

- EOPS/CARE will now pay for its students to join the ALPHA IOTA club on campus. Alpha Gamma Sigma is the academic honor society and service organization of the California Community Colleges and Alpha Iota is AVC's chapter of Alpha Gamma Sigma.
- We are in the process of converting a back room in the office that currently holds files, old equipment and miscellaneous stuff, into a study room for our students.

Finally, there was a comment we noticed that said, “Get more help with book vouchers.” Pg.24

Action taken to assist our students with their need for books:

- We are currently giving each EOPS/CARE student a \$150 book voucher for the fall semester to be used at the Marauder Bookstore. This is up from the \$39 voucher provided in spring of 2015.

In summary, the staff found this report to be informative and helpful. One suggestion was to possibly have the survey available at the various Student Services offices next time it is administered.

Respectfully submitted by,
F. Curiel
EOPS/CARE Director

*Student surveys to be collected at the end of the fall 2015 will support this statement