

EOPS, CARE, CALWORKS AND FFYSI

1. Executive Summary

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EOPS:

Now that we have received more funding we have the opportunity to grow and serve more students. However, along with that come the challenges of continuing to meet the needs of our students around books, educational equipment, transportation, etc. In addition this spring 2016 semester, with the support of SSSP, we have been able to hire an adjunct counselor to cover more required counseling appointments. We plan to work more closely with Outreach, A&R and Financial Aid to specifically target DREAMERs and Former Foster Youth. Student Equity (ACES) has also been very supportive with this effort funding our Retention Specialist 30% and assisting us with books, transportation and food vouchers for our student last summer.

CARE/CalWORKs:

We have been able to work collaboratively with the San Mateo County Human Services Agency in order to help students maintain their eligibility for county CalWORKs (child care and cash assistance). The challenge is that we are seeing a trend of students moving out of the area due to the high cost of living in San Mateo County. For CalWORKs, the allocation has slightly decreased each academic year, however, the cost of operating expenses such as salaries and benefits have gone up. We have a minimal staff, we strive to keep at least 30%-40% of our funding for direct student services.

2. Program Context

1. **Mission:** How does your program align with the college's mission? If your program has a mission statement, include it here.

EOPS: To serve low-income and educationally disadvantaged students by providing academic support services to assist students in achieving their educational goals.

CARE: To assist single-parent EOPS students, receiving county aid, to overcome the obstacles of single parenthood in order to succeed in college and help expand their educational and job training opportunities.

CalWORKs: To assist CalWORKs students to transition from public assistance to economic self-sufficiency.

FFYI: To support the California Community College Chancellor's Office (CCCCO) statewide FYSI outreach and retention efforts to better serve current and former youth.

2. Program Description

Extended Opportunity Programs and Services (EOPS) is a state funded program that aims to help low-income and educationally disadvantaged students succeed in college. EOPS provides the following services: counseling, priority registration, book services, workshops, transfer services, and other types of support. To be eligible for EOPS, students must be a California resident, enrolled in at least 12 units when accepted into the program, meet the guidelines for the Board of Governors Waiver (BOG), and have an educational disadvantage.

Cooperative Agencies Resources for Education (CARE) is also a state funded program that helps single parents receiving county assistance from CalWORKs and TANF (Temporary Assistance to Needy Families, formerly AFDC) succeed in college. CARE provides assistance with child care, meals, counseling, and other types of support.

California Work Opportunity and Responsibility to Kids (CalWORKs) provides assistance to CalWORKs students by providing academic, personal and career counseling, case management and tracking of student progress, job development and placement, peer mentoring, workshops, monthly support group, transportation assistance, and educational supplies.

Former Foster Youth Success Initiative (FFYSI) is under the umbrella of EOPS, FFYSI's purpose is to increase the number of former foster youth graduating from a community college with an associate's degree, vocational training, and/or transferring to a four year university.

3. Community and Labor Needs

N/A

3. Looking Back

4. Major Accomplishments:

EOPS/CARE:

2014-15 Highlighted Accomplishments:

Served 319 unduplicated students.

- Received a Book Voucher Augmentation of \$2,392.

- 68% of EOPS/CARE students who participated in fall, 2014, returned in spring, 2015

39 EOPS students transferred to the some of the following universities: UC Berkeley, UC Davis, UC Santa

Cruz, SFSU, SJSU, CSU East Bay, CSU San Luis Obispo, CSU Monterrey Bay, Notre Dame de Namur

- Graduation - 162 Certificates & Degrees were awarded to 108 EOPS students:

 - 62 Certificates

 - 100 Associate Degrees

- 48 scholarships went to 33 EOPS students

- EOPS Club fundraised money to fund the EOPS Scholarship \$500 and the Pamela Ward-Smith (CARE/CalWORKs) Scholarship \$250. The students were awarded for 2015-16.

- Continued with honoring students at the End of the Year Recognition Ceremony in May 2015: One student received the EOPS Advocate of the Year Award; two students received the EOPS Eternal Flame Award; and two students received the EOPS Unsung Hero Award.

- 44 students were invited to become members of Phi Theta Kappa Honor Society (PTK). EOPS paid the membership fee for 19 students to join.

- Provided the graduation regalia for the 45 graduating students.

- Provided approximately 140 bus passes to students. An increase from the previous year.

- Provided approximately 190 survival kits/backpacks to students for the first time in over four years.

- Almost doubled the amount of CARE meal vouchers provided from \$3,646 in 2013-14, to \$7,056 in 2014-15.

- Provided gas cards (transportation costs) to CARE students for the first time in over four years.

- 4 of our EOPS/CARE students were highlighted in the CalWORKs Student Success Stories 2015.

- At the end of fall 2014, with the change of how the Learning Center was offering tutoring services EOPS conducted a survey to students to gauge if the new system of drop-in tutoring meet their needs as opposed to having scheduled appointments. We also shared some antidotal feedback from students that they haven't gotten enough attention with the drop-in tutoring. It was also suggested by our Advisory Board that faculty could take a more proactive role in training tutors - how to be an effective tutor, etc. It was also suggested that we ask the Learning Center to administer a survey and work with to see we get a better response on the change of drop-in tutoring. Based on the survey results, student found that over all the drop-in tutoring was meeting their needs. Therefore, we decided that since our efforts of providing students with an additional hour of tutoring that was no longer needed. We worked out an arrangement with the Learning Center that allows us to refer EOPS students for individualized tutoring when needed without any additional charge to the program. Based on this change, we will be requesting a waiver for tutoring in 2015-16.

- In collaboration with EOPS/CARE and CalWORKs, we continue to work with San Mateo County Human Services Agency to have a County Employment Services Supervisor out-post at Cañada College at the beginning of every semester (summer/fall/spring).

- In collaboration with EOPS/CARE and CalWORKs, we continue to work with the San Mateo County Human Services Agency to provide students with supervised study time in our Learning Center so that they can get the extra support with their studies and be eligible for child care during that time.

-In spring 2015, EOPS started to collaborate with the Sequoia Adult School Scholars (SASS) Program to recruit their scholarship recipients to enroll in EOPS. All of the recipients are second language learners.

- In July 2015, as a collaborative, the EOPS programs at Cañada, College of San Mateo and Skyline conducted a shared informational and data comparison presentation to the SMCCCD Board of Trustees. We presented on outcomes comparisons of EOPS and potentially EOPS eligible students at the three campuses.

CalWORKs

2014-15 Highlighted Accomplishments:

- We have developed monthly support groups for the students to discuss different topics and/or challenges that they have encountered.
- We have provided a start-kit for all new CalWORKs students and school supplies available all year round for continuing students.
- We have successfully placed 40% of our CalWORKs students to work on campus. The retention rate of our work-study students in the last three semesters was 90% compared to 80% of non-work-study CalWORKs students. Our work-study has been recognized by the State Chancellor's office, we were one of the three colleges that was invited to present our work-study program during the New CalWORKs Director/ Coordinator training in fall 2015.
- Our 2014-2015 budget was reduced by 8.5% (-\$15,000) but we were still able to maintain 30% of our funds toward direct student services which was \$49,260.
- In 2014-2015, our college honored 5 associate's degrees and 7 certificates to CalWORKs students.

5. Impact of Resources Allocation:

Retention Specialist (Jessica Boyle) 50% EOPS/CARE/CalWORKs and 50% SparkPoint has started in November 2014. The position has allowed the programs to develop retention efforts to follow-up with at-risk students and connect them with tutoring and other on-campus and off-campus supportive services. Due to the increase need for retention efforts, starting in February 2016 this position has changed to 70% EOPS/CARE and 30% DREAMERs and Former Foster Youth. Our plan is to have this position help support recruit more DREAMERs and Former Foster Youth into the EOPS/CARE and CalWORKs Programs. If they do not qualified for these programs, they will be referred to other support services and resources. In addition, in collaboration with the Program Services Coordinator (Jose Romero), they have taken on the lead to facilitate the EOPS continuing student orientations and have collected data for one of our SAO. (Please see the section 7A for further information on the SAO.)

SSSP has helped to support additional counseling hours in 2014-15 and 2015-16. EOPS students are required to meet with an EOPS counselor a minimum of 3 times per semester. In order for students to meet this requirement we were struggling with have enough counseling appointment availability. This funding has allowed us to serve more students and ensure they are able to fulfill this essential program requirement to continue to maintain eligibility in EOPS. Starting in spring 2016, we were able to hire an adjunct counselor (18 hours per week). In planning for our State Allocation for next year, this is critical because our funding is directly linked to how many students we serve annually (unduplicated count).

In April 2015, EOPS requested funding through Student Equity to help supplement services for summer. The approved proposal funded the following services:

Transportation - \$1,718

Regalia - \$3,654.23
Books - \$2,019.24
CARE Food Vouchers - \$700
TOTAL - \$8,091.47

In addition, Student Equity helped to support \$3,000 to fund transportation assistance to CalWORKs students.

4. Current State of the Program

6.A: State of the Program - Observation:

Strengths:

In 2015-16 we have seen an increase in State funding to EOPS (35%) and CARE (67%). For EOPS in particular we have been able to serve more students this year. Our projected number of students that we will serve this year is 475; this is an increase of 49% compared to last year of 319 students. In addition, we were able to increase the book voucher from \$250 to \$350 per student. In 2014-2015 \$69,203 was spent in books as compared to 2015-16 we are projected to spend \$142,152 - an increase of 51%.

Working with SSSP funding, this allowed us to hire an adjunct counselor to have more counseling appointments available in order for students to fulfill the 3 required counseling appointments for the semesters. Transportation has also increased, by providing more monthly bus passes to students from \$8,941 to \$37,623 (projected for this year) - an increase of 76%.

For CARE the food voucher was increase from \$7,056 in 2014-15 to a projected amount of \$12,000 this year. In addition, we were able to also offer more gas cards for transportation - in 2014-15 \$512 to \$4,000 projected for 2015-16.

As mentioned above, we have the Retention Specialist time increased from 70% EOPS/CARE and 30% DREAMERs and Former Foster Youth. Through this position we will be able to increase our outreach efforts - primarily to DREAMERs and Former Foster Youth.

CalWORKs: we serve about 40 CalWORKs students per academic year, and we are very proud that we have been able to maintain a minimum 30% of our funds toward direct student services. We have developed and continue to strengthen relationships with all departments on campus so we have been able to placed 40% of our students to work on campus. We have a very good working relationship with the San Mateo Human Services Agency. As a result we have helped a few students to not fall into sanction status with the county and lose their county cash and child care benefits. The county has been very receptive when we recommend additional child care for study time.

Challenges:

The State Allocation Formula for EOPS will be set in place in 2017-18. They will be looking at the number of students served for 2014-15, 2015-16, 2016-17. Our challenge is that we will need to increase the number of students served each year in order to maintain and/or increase our allocation for 2017-18. In addition, for 2016-17 our College match will be increasing by 35.7% (from \$102,302 to \$138,865).

With the increase of students being served, we also find the challenge of having to assist them with school supplies. Although we were able to provide survival kits last year, this year it has been limited. We need a way to see how we can sustain this service. For the very first time this summer we are planning to accept new students into EOPS. This also means the added cost for books, transportation and counseling. We will be planning to look at ways that we can make up for this increase in preparation for next year.

CalWORKS - the number of students has been reduced by about 7% because several students moved out this area due to high rent. Affordable housing has become a primary problem for our students. One of our students is currently homeless and possibly might have to move out of the area.

EOPS/CARE/CalWORKs student study area was used as swing space due to remodeling to building 5 and the addition of CIETL. When the remodeling was completed that space was not returned to the Programs. The area was used by students to study, EOPS Cub meetings, EOPS/CARE/CalWORKs /FFYI activities, food pantry, computer and printing usage, text book library, etc. This has also limited the opportunity for the Programs to offer additional academic support and resources due to the lack of space. The need to have space close to the EOPS/CARE/CalWORKs office allows the programs to build community, a safe haven to study, and to connect with students. This is shown in programs that are at Cañada already (i.e. TRiO, STEM, etc.).

Significant research supports the creation of a space to help students, especially first generation students, create community, meaning, and context to their college experience.

6.B: State of the Program- Evaluation

This semester our EOPS/CARE/CalWORKs programs have implemented the text and email reminders, in addition to a phone call, for student counseling appointments. We have noticed a significant decrease of no shows. With a new adjunct counselor we also are able to have more counseling appointments available. In the past counseling appointments would fill up three weeks in advance, making it difficult for students to schedule an appointment. We implemented drop-in counseling availability on Monday afternoons and Tuesday mornings. In addition, we now offer a one hour, continuing student orientations for students on Alert Status. Previously continuing students on Alert Status would attend a two hour, new student orientation to maintain eligibility in EOPS.

7.A: Current SAOs and SLOs

SAO for EOPS/CARE

CONTINUING STUDENT in EOPS/CARE

Orientation Survey

To help EOPS understand how well we are assisting our students, we would appreciate you answering the questions below.

1. Did you understand the EOPS UPDATES slide?

Fully Understood ___ Understood Some ___ Did Not Understand At All___

2. Do you know how to activate your book voucher? Yes _____ No _____

3. Which one the of following count towards one of the 3 counseling contacts:

TRiO Counseling Appointment Yes ___ No ___

EOPS Drop In Counseling Yes ___ No ___

General Counseling Appointment Yes ___ No ___

General Counseling Drop In Yes ___ No ___

EOPS Counseling Appointment Yes ___ No ___

EOPS Group Counseling Session Yes ___ No ___

4. Can you use your EOPS Book Voucher at CSM or Skyline bookstore? Yes ___ No ___

5. Do you have any suggestions or feedback to include in future EOPS Continuing Student Orientations?

SAO for CalWORKs

CalWORKs Child Care Survey

1. Please specify the number of children who require child care.

9-12 mos.

13-24 mos.

2-4 years

5-8 years

9-14 years

2. Overall how do you feel about your current child care arrangement?

Very Satisfied

Satisfactory

Average

Unsatisfactory

Very Unsatisfactory

3. Are you receiving enough child care hours so that you have adequate study time?

Yes (Please move on to question #5)

No

4. If the answer is "NO" in the previous question, have you met with Sarah Aranyakul or José Romero to request extra study time with the county (only applies to San Mateo County participants).

Yes

No

5. Is there anything else we can do to help you reach your educational goal?

SLO for EOPS/CARE/CalWORKS/FFYSI

STUDENT in EOPS/CARE/CalWORKs/FFYSI

Counseling Survey

To help Student Services understand how well we are assisting our students, we would appreciate your completing the information below.

This Counselor:

1. Provided useful information regarding academic and career planning.

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DOES NOT APPLY

2. Assisted me in understanding requirements for graduation, transfer, or certificate programs.

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DOES NOT APPLY

3. Helped me in planning my educational program in a manner that is consistent with my personal objectives.

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DOES NOT APPLY

4. In what specific ways was this counselor most helpful to you?

5. I have identified my educational goal (check all that apply)

CERTIFICATE AA/AS TRANSFER UNDECIDED

b) Major:

7.B: SAO Assessment Plan:

EOPS

The continuing students on Alert Status (did not meet one or more EOPS requirements the previous semester) are required to attend a one hour continuing student orientation. We wanted to find out how many students understood the EOPS program requirements after attending the orientation so that they could continue in good standing the next semester.

CalWORKs

In an effort to learn more about the child care services that our CalWORKs students have received from SanMateo County Human Services Agency, we have developed a child care survey.

7.C: SAO Assessment Results and Impact

EOPS

2015-16 Continuing Student Orientation Survey

Results of 107 Students Surveyed

Did you understand the EOPS updates slide?		
Fully Understood	Understood Some	Did Not Understand At All
96%	3%	1%

Book Voucher			
Question	Yes	No	No Answer
Do you know how to activate your book voucher?	93%	6%	1%
Can you use your EOPS Book Voucher at CSM or Skyline Bookstore?	6%	89%	5%

Summary of the survey results

96% of students who attended the continuing orientation fully understood the EOPS program requirements, and this will enable us to retain more students in our program. 93% of students understood how to use our electronic book voucher.

CalWORKs

The survey was sent out to all CalWORKs students living in San Mateo County, 22 CalWORKs students (80% of our students) responded to the survey.

Summary of the survey results

Based on the results of this survey, we concluded that 94.7% of CalWORKs students felt that their child care arrangement has met their needs. About 35% of students who needed more study time had been contacted and informed of the Statement of Required/ Advised Study Time (C-711 form). We helped them complete C-711 form so they could obtain more time to study subsequently giving them more childcare time. We have been very fortunate to receive great support from the San Mateo County Human Services Agency on making this a possibility for our students to receive extra time to study.

In response to students' comments, in April 2015 we started our monthly parent support group which meets every first Friday of each month. It is an informal, round table discussions about different topics and/or challenges that students may have encountered. Topics include personal financial planning, housing issues and challenges with child care.

Several students felt that it would be ideal to have child care on campus. This would resolve many issues and allows them to be more focused on studying. Students would not have to rush to pick up their children, sometimes from different locations that may close at different times. During an Advisory Board meeting this topic was also discussed.

ADDITIONAL COMMENTS FROM STUDENTS

"A day care provider to keep child (4 yrs old) 1 day a week during evening so I could attend my night class."

"I will come by to request extra study time that is much needed. I'm having so much stress because of timing."

"You guys are pretty helpful when I need help. I know to come to the EOPS/CalWORKs."

"No, thank you so much for all the help. So far I am very thankful for it."

"Up to this point, just the amount of hours we are allowed to use daycare for study and homework."

"It would have been beneficial if I were to have had childcare/afterschool care."

“Child care on campus would help, even during evenings.”

“Housing Information”

“Interested in work study”

7.D: SLO Assessment Plan:

We used the same pre and post SLO survey from last three years that looked at measuring the student’s level of understanding of graduation and/or transfer requirements. The pre-survey was given to the student prior to their counseling appointment. Once the counseling session was done, the student was instructed to complete the post-survey. A total of 126 surveys were completed in fall 2015 and spring 2016.

7.E: SLO Assessment Results and Impact

SLO Results in Fall 2015 and Spring 2016:

Results Out of 126 Students				
Survey	No Knowledge	Some Knowledge	Substantial Knowledge	Full Knowledge
Pre- appointment Survey	18%	43%	23%	16%
Post- appointment Survey	2%	22%	26%	50%

Summary of the survey results

- 50% of students have gained full knowledge after meeting with our counselor (34% increase of knowledge)
- 26% of students have gained substantial knowledge (3% increase of knowledge)
- 22% of students have some knowledge instead of 43% (this is a good indication that students gained more knowledge after meeting with our counselor)
- 2% of students have no knowledge instead of 18% (this is a good indication that students gained more knowledge after meeting with our counselor).

Overall the survey results show that majority of our students have obtained more knowledge after their counseling meeting.

5. Looking Ahead

7.F: SAOs and SLOs for the Next Review Cycle

EOPS has recently implemented a new Exit Survey. We will be using this as our new SAO.

We plan to change the current SAO, which is used for the continuing student orientation, to a SLO as a pre/post survey. The reason for changing is that we want to be able to measure students' knowledge of the EOPS program requirements.

9. Program Improvement Initiatives

N/A