Annual Program Review: EOPS

Review time period: July 1, 2020, to June 30, 2021

Submittal Date: February 2022

1. Purpose of the Program
      a. State the purpose of program, area or unit.

      In 1969 Extended Opportunity Programs and Services (EOPS) was established because of Assembly Bill 164 being passed by the California Legislature to fight poverty. The goal of EOPS at Palo Verde College is to encourage students who are affected by language, social, and economic challenges. Some of the services that EOPS offers are Counseling, Priority Registration, EOPS Orientation, Financial Assistance, Book Services, Career Information, Community Service Referrals, assistance in transferring to 4-year Universities, Scholarship Assistance, Education Planning, Tutoring and Survival kits. Under the EOPS umbrella, students who qualify may benefit from one added resource that is offered through our CARE program.

      b. How does the program, area or unit support the College Mission?

      Palo Verde College and Extended Opportunities Programs and Services/Cooperative Agencies Resources for Education (EOPS/CARE) are both committed to student success, diversity, encourages students to complete their goals and support student achievements due to certificates, degree, and to transfer to a 4 -year university.

2. Population(s) Served
      a. Describe the populations served by the program, area or unit, identifying special populations, if any.

      Extended Opportunity Program and Services serve students who are low-income and educationally disadvantaged. Many of our EOPS students are also homeless and have barriers that prevent them from accomplishing their educational goals. EOPS served 998 students from Fall/2020 to Spring/2021. Our on-campus students reside in Blythe, California and in Needles. Institution sites that EOPS also serve are located at Ironwood State Prison and Chuckwalla Valley State Prison.

      b. Describe other populations that should be served by the program, area or unit and identify plans to implement.

      Other populations that should be served are the students who were declared as a California College Promise Grant (CCPG C), which made them ineligible for EOPS. CCPG C are students who are overly income but became eligible once they lost employment due to the pandemic. Many became homeless and ill. The following semester they did a renewal of status through Financial Aid, which then made them eligible to receive EOPS and CARE services. EOPS also assisted students who were struggling with mental health. EOPS provided the students with different mental health resources and student grants to assist them to complete the semester successfully.

3. Accomplishments in Achieving Goals
      a. List area related Strategic Planning Goals and program, area or unit specific goals, and describe progress in achieving each goal, Strategy, objective, and appropriate task during the review period.

EOPS students met with a Counselor at the beginning of every semester to develop an Educational Plan of courses that are required to reach their goal. A revision of their E.P. is revised during the three EOPS contacts. All EOPS students are encouraged to meet with EOPS three times per semester. Once our students have reached their goal, EOPS celebrates them by having an Awards Ceremony at the end of the Spring semester. In 2021, EOPS/CARE invited Congressman, Doctor Raul Ruiz. He developed a short video acknowledging the nursing students and sent them a certificate. His office sent a representer to congratulate all EOPS/CARE recipients. The goal of the EOPS program is to have all students feel special for reaching their goal. EOPS attended the trainings through zoom. The Chancellors offered zoom meetings once a month. We learned ways on how to better assist our students during difficult times. We found that reaching out to our students through phone calls, zoom and emails was a vital tool of communication. Through the support from EOPS/CARE, our students were able to cope and manage their education and personal life.

      b. Explain modifications, if any, of program, area or unit specific goals for the upcoming year.

      For the upcoming year, the program plans to continue working with other departments regarding outreach. We plan on having billboards promoting the EOPS/CARE program and services. The program will also continue to advertise on radio and local newspaper. EOPS will also invest in making the files paperless. This will allow the department to have more space for a lending library.

4. Service Area Outcomes (SAO) Behavioral Sciences
      a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.

      EOPS examines the students' performance at the end of semester. EOPS did well by capturing the number of students who petitioned to graduate. Please see graph below.

Fall 2020 & Spring 2021	AA/AS Degrees	
	AA Soc & Behavioral Sciences	63
	AA Arts & Humanities	21
	AST Admin of Justice for Transfer	1
	AA EMS	15
	AA PSY	2
	AA EBT	16
	AS Autos	2
	AS BUS Management	16
	AS Child Development	1
	AS Criminal Justice	3
	AS CIS	1
	Certificates	
	BSL	5
	BUS Business Management	5
	Certified Nursing Assistant	6
	ADS Alcohol and Drug Studies	37
	Automotive Technology	1
	Building Construction Technology	1
	Child Development Assistant	4
	Graphic Design/Web Technology	0
	Nursing LVN	0
	Welding Technology	1
	American Sign Language	3
	Child Development Administration	5
	Child Development Associate Teacher	2

b. What changes and initiatives were undertaken during the review period to improve SAO outcomes?

EOPS modified all EOPS forms and made them available on-line. The EOPS Counselor and Director of EOPS/CARE also completed more than the recommended three follow-ups per semester. The program made sure that all EOPS students were up to par with their concerns and on the right path to graduation.

5. Strengths, Weaknesses & Accomplishments/Activities
      a. List and comment on the major strengths of the program, area or unit.

      We are proud to say that many students feel comfortable when meeting with the EOPS staff. They have told us many times that they feel safe when entering a new program such as ours. It is very important to get to know your students because you will hopefully be working with them for the next two to three years. Cross training is also a must. When you learn other departments rules and regulations, it makes it much easier to assist your students.

      b. List and comment on the major weaknesses of the program, area or unit. Discuss gaps or issues identified in   section 4 and propose solutions.
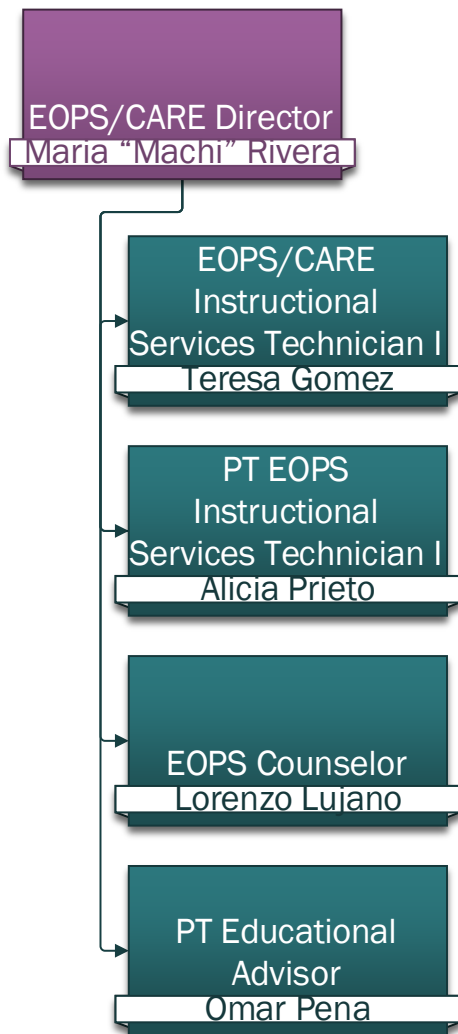
      One of the major weaknesses is the lack of space for books, a place for students to feel safe, a Transfer Counselor, and a Mental-Health Facilitator. The expansion of the program has required more staff and space to accommodate our students adequately.

      c. List activities and discuss accomplishments during review period.

A great accomplishment was having our meetings and workshops on zoom and on CANVAS. We also met with students who preferred to meet with us face to face. Overall, we had an excellent turnout at all workshops and meetings. The workshops through zoom were offered in the morning and in the afternoon. It was so refreshing to see our students during the challenging semesters due to COVID-19 participating in such activities. We were also able to make one of our part time Technicians into full time. With two full time technicians we can accommodate additional students.

6. Human Resources and Staff Development
      a. Provide current organization chart of the program, area or unit, showing key functions and responsibilities.

EOPS/CARE Director
Maria "Machi" Rivera

EOPS/CARE Instructional Services Technician I
Teresa Gomez

PT EOPS Instructional Services Technician I
Alicia Prieto

EOPS Counselor
Lorenzo Lujano

PT Educational Advisor
Omar Pena

b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area or unit goals? Explain.

Please see the chart above, the part time Technician is currently full time. EOPS can use an additional counselor to assist the students with transferring to a 4-year university. Our goal is to transfer all students who wish to continue their goal in higher education or be independent by being employed.

c. Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning.

During COVID, EOPS had zoom trainings in-house and training through zoom. All EOPS staff attended a zoom conference offered by the CCCEOPSA. PVC also offered Professional Growth trainings on-line and on zoom. These conferences kept the staff informed on new updates and on how to treat others with empathy. We also learned about what other community colleges were doing and how they were assisting their students during these challenging times. The trainings were helpful to all who attended. Many of the new and refreshing ideas were implemented in 2021.

d. Describe areas of unmet professional development needs among personnel in this program, area or unit, if applicable, and outline plans to address these needs.

e. Describe organizational changes that would improve program, area or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

If funding permit, we would like to implement changes by 2023. Please see number 10 and graph below.

7. Facilities
a.   Are current facilities adequate to support the program, area, or unit? Explain.

The heart of EOPS is counseling and book services; therefore, with the current budget we can support the program. We can also supply our students with survival kits which will help them throughout the semester. The kits are kept in a limited area that is shared with other departments.

b.   Describe plans for future changes to support facilities.

EOPS/CARE are based on headcount. The more students we have in the EOPS program, the more funding the program receives, therefore, we will need to hire new staff, new equipment, and a larger space to only house the EOPS/CARE program.

8. Technology and Equipment
a.   Is the current technology and equipment adequate to support the program, area, or unit? Explain.

The programs' goal is to have all files electronically, scanners, proper equipment to have all files paperless. With a project such as this, it will consist of more staff, equipment, and software to make it happen.

b.   Describe plans for future changes to support technology or equipment.

The plan is to meet with the Districts I.T. to help convert all files electronically.

9. Financial Resources
a.   Provide an appropriate financial report for program, area, or unit during reporting period. Explain any significant deviations from previous reporting period.

Budget Code	EOP	
2020-2021		
11	**283,897**	
Benefits	$58,833.27	$58,833.27
Book Grants	$11,729.43	$11,729.43
Books/Mags/Instruct	$60,171.51	$60,171.51
Salaries	$163,168.02	$163,168.02
Student Workers	$3,662.77	$3,662.77
Survival Kits	$45.00	$45.00
12	$616,379.00	$616,379.00
Benefits	$87,494.46	$87,494.46
Book Grants	25,097.61	25,097.61
Conferences/Virtually	$7,276.21	$7,276.21
Copying/Printing	$999.63	$999.63
All Other Contracts	$3,285.00	$3,285.00
Student Financial Grants	$57,829.00	$57,829.00
Food	$2,695,00	$2.695.00
Graduation	$1.083.61	$1.083.61
postage	$689.75	$689.75
Rents And Leases	$2,881.07	$2,881.07
Salaries	$222.234.20	$222.234.20
Student Workers	$1,534.00	$1,534.00
Supplies	$8,559.67	$8,559.67
Survival Kits	$8.135.82	$8.135.62
Transportation	$0	$0
Travel	$0	$0

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area or unit or operation.

Yes, with the current amount of funding, EOPS was able to carry out all responsibilities for the year.

c. Describe plans for future budget changes, if any.

10. Four-year plan
a. Place future request for resources (human, facilities, technology & equipment, and financial) in a four-year matrix to facilitate future planning.

EOPS/CARE will need a Transfer Counselor to successfully assist students who want to continue their education at a 4-year school. EOPS would also like to go paperless especially with the files that we have on site. As the program grows, the files do as well. EOPS/CARE would also like to have a place of their own to where students can go and feel safe along with a Mental-Health facilitator to assist them with their everyday needs.

			2020-21	2021-22	2022-23	2023-24
Future Area Needs	**Human Resources**			EOPS Transfer Counselor and a Mental Health Facilitator		
	Fiscal Resources					
	Physical Resources			An area for all EOPS/CARE students to have as a SafePlace		
	Technology Resources			Software and equipment for converting all files electronically		

Board Reports – EOPS

December 2021
- EOPS currently has 355 students and 100 additional applications that are currently being processed.
- EOPS is having a zoom meeting with all main campus students on Wednesday. The goal of the meeting is to see how they are doing. We also want to hear their concerns.

Program Review Approval: 2.10.22
BOT: Approval: 6.14.22

- EOPS is also purchasing for all the main campus students' textbooks. In the past we had a lending library, but due to COVID we are avoiding face-to-face contact as much as possible. Therefore, each student is receiving $500.00 to $600.00 for a full load which is 12 units.
- Our plan is to take all books to ISP and CVSP as we did last semester. This avoids their staff making multiple trips to the college for pick up.
- EOPS/CARE had an advisory meeting in December. It was the end of the year report for EOPS and the CARE Program.
- The CANVAS contact with our EOPS students is also working out well. We can send them videos on how to register and they are able to chat with us daily.

November 5th
- EOPS has completed 1st contact. Met with 352 students.
- 2nd contact forms and registration cards continue to come in daily.
- Students continue to make appointments with EOPS Educational Advisor and EOPS Counselor.
- The two EOPS SSARCC state reports were submitted on October 29th. Director is now working on the EOPS, 2020-21 EOPS Program Plan that is due in December.
- New EOPS applications continue to come in daily.
- EOPS/CARE and Financial Aid will be having an Advisory meeting on December 15, from 10:00am to 11:00am regarding the outcomes of the programs via zoom.
- The Director, Counselor and Full time EOPS Technician will participate in the 51st Virtual CCCEOPSA Conference on November 5th and 6th.
- EOPS's orientation for all new students for CVSP and ISP will also be included in the PVC general orientation via KERU in English and Spanish.

October 4, 2021
- EOPS will be having 2 zoom meetings on October 13. One at 10:00 a.m. and 3:00 p.m. June Turner will be our host. She will be presenting on the Library Resources that are on the PVC Webpage.
- EOPS Counselor will be visiting ISP and CVSP on October 19-21 for 2nd Contact.
- EOPS staff will be attending a virtual CCCEOPS Conference on October 28th and 29th.
- EOPS will be having it's face to face 2nd mandatory contact on October 25th -29th.
- EOPS-CARE (Cooperative Agencies Resources for Education) is working on a couple of outreach events to increase enrolment.

September 29th
- EOPS had a zoom meeting on September 29th. We had 28 students participate. Our hosts were Bianca Rodriguez and Stephanie Slagan. Topic-Scholarships.
- Director is working on the State SSARCC Report and Program Review.
- EOPS will be having two zoom meetings on October 13. One at 10:00 a.m. and 3:00 p.m. June Turner will be our host. She will be presenting on the Library Resources that are on the PVC Webpage.
- EOPS Counselor will be visiting ISP and CVSP on October 19-21 for 2nd Contact.
- EOPS staff will be attending a virtual CCCEOPS Conference on October 28th and 29th.
- EOPS will be having it is face to face 2nd mandatory contact on October 25th -29th.
- EOPS-CARE (Cooperative Agencies Resources for Education) is working on a couple of outreach events to increase the enrollment.
- EOPS has 86 students on campus, 184 at ISP and 137 at CVSP.