



2020-2021 Program Review Report

Division/Area Name: Extended Opportunity Programs and Services (EOPS)	For Planning Years: 2022-2023
Name of person leading this review: Dr. Rashitta Brown-Elize, Director	
Names of all participants in this review: 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 –E OPS Technician II, Diana Wright - EOPS Technician II, Hilda Thompson - EOPS Technician II, Carla Ingram - Clerical III	

Part 1. Program Overview:

1.1. Briefly describe how the program contributes to the district <u>mission</u>
<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.</p> <p>EOPS contributes to the Antelope Valley Community College District 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, and scholarship opportunities. 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 provide a caring environment and the resources needed to help students reach their academic, career, and personal goals.</p>
1.2. State briefly program highlights and accomplishments
<p>Within the past several years, EOPS's accomplishments has been a steady increase in the number of EOPS students who complete certificates and degrees. During the 2020-2021 academic year, 219 and 36 CARE EOPS students earned a degree and/or certificates totaling to 267 students. The number of EOPS students who earned a degree certificate has almost doubled within five years. Another accomplishment was fully transitioning our support services online so that we would be able to continue to engage our students. In the spring of 2020, we transitioned all of our services from in-person to virtual online services via Cranium Cafe. We also transitioned from paper applications to an electronic application. Due to the pandemic we increased the amount of direct aid provided to EOPS students.</p>

1.3. Check each Institutional Learning Outcome (ILO) supported by the program. Type an "X" if checkbox is unavailable.

<input checked="" type="checkbox"/> Communication	<input checked="" type="checkbox"/> Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. <input checked="" type="checkbox"/> Demonstrates listening and speaking skills that result in focused and coherent communications
<input checked="" type="checkbox"/> Creative, Critical, and Analytical Thinking	<input checked="" type="checkbox"/> Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills. <input checked="" type="checkbox"/> Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.
<input checked="" type="checkbox"/> Community/Global Consciousness	<input checked="" type="checkbox"/> Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well-being of society and the environment. <input checked="" type="checkbox"/> Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
<input checked="" type="checkbox"/> Career and Specialized Knowledge	<input checked="" type="checkbox"/> Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.

1.4. Check each Educational Master Plan (EMP)/Strategic Plan Goal supported by the program. Type an "X" if checkbox is unavailable.

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

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.:

The data below is from spring 2021 EOPS student survey. The data examined how satisfied program participants were with EOPS counseling services, student progress towards their educational goals with EOPS support, and students experience at the front counter in EOPS. According to the data provided by 153 program participants in Q13, 78.43% (120) of EOPS/CARE program participants were very satisfied with the services provided by their EOPS Counselor.

Q13w

How satisfied were you with the services you received from your EOPS/CARE counselor?

ANSWER CHOICES	RESPONSES
Very satisfied	78.43% 120
Satisfied	17.65% 27

Neither satisfied nor dissatisfied	3.27%	5
Dissatisfied	0.65%	1
Very dissatisfied	0.00%	0
TOTAL		153

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):

Strengths	EOPS continues to assist educationally disadvantaged students with financial need who want to attend college. According to data, the EOPS completion rate is 79.2% and 95.8% transfer completion rate.
Weaknesses	There is a gap in gender in EOPS. According to tableau data, there are 57.1% females and 41.5% males at AVC, yet, in EOPS there are 78.4% females and only 20.8% males in the program.
Opportunities	EOPS services continue to assist students in the program. Students who obtain their degrees after transferring from AVC (95.8%) will be better equipped in the field of work.
Threats	According to tableau data, EOPS does not have students pursuing Aircraft Fabrication & Assembly although the Antelope Valley provides many careers in the aerospace field.

Part 2.C. Review and comment on progress towards SLO/PLO/OO Outcomes Analysis (fka Action Plans):

EOPS PLO 1: Develop comprehensive student educational plans, offer support services, and encourage students to follow their 6 semester plan.
 Results: Throughout the academic 2020-2021 academic year, EOPS served 356 students and of these students being identified as disproportionately impacted, 79.2% have completed their goal and 95.8% transferred to a university to pursue their bachelor degree.

EOPS PLO 2: EOPS will provide student services program that will retain at least 70% of its students.
 Results: EOPS maintained 90.6% of its student enrollment in spring 2021.

EOPS PLO 3: EOPS will provide student services program that will have a transfer completion rate of at least 70% of its students.
 Results: EOPS has a 95.8% transfer completion rate.

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

Our program goals last year were centered on three areas: Completion, access, and transfer. Those areas were chosen because they align with the mission of EOPS. One of our past program review goals was to ensure that all EOPS students have a comprehensive educational plan. With the implementation of guided pathways, now all EOPS students and non-EOPS students are mandated to have a comprehensive. As a result we were able to achieve this goal in EOPS. Another program goal was to improve access to EOPS by providing an online application. The original plan was to work with IT to develop an online application. Due to the Covid-19 pandemic we had to adjust to the new environment quickly, so we created a fillable EOPS application and instructed students to email their application to our program email

address. This strategy was a success and we plan to continue to accept applications via program email.

Part 3. Based on Part 2 above, please list program/area goals for 2021-2022:

Program/Area Goal #	Goal supports which ILO/PLO/SLO/OO?	Description of Goal	Steps to be taken to achieve goal?
#1 Transfer	EOPS PLO 3: EOPS will provide student services program that will have a transfer completion rate of at least 70% of its students	To better prepare students to transfer and pursue a bachelor or higher degree.	Take students Provide field trips to students to 4-year institution tours. Provide tutoring.
#2 Comprehensive Education Plan	EOPS PLO 1: Develop comprehensive student educational plans, offer support services, and encourage students to follow their 6 semester plan.	To provide students with comprehensive education plan.	Ensure all students have a comprehensive educational plan. Have counselors go over the education plan with the student If additional services are needed, counselors will recommend/refer other services.
#3 Retention	EOPS PLO 2: EOPS will provide student services program that will retain at least 70% of its students.	To improve student success and retention in EOPS program by providing support and services.	Create a virtual front desk via zoom, continue with some online counseling services even after the Fall 2021 semester.

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

Type of Resource Request	Summary of Request	New or Repeat Request	Amount of Request, \$	One-Time or Recurring Cost, \$	Contact's Name
Faculty					
Classified Staff	CARE Coordinator	Repeat	\$10,000	Recurring	Rashitta Brown-Elize
Technology	Promote EOPS program acceptance via mass email.	New	undetermined	Recurring	Rashitta Brown-Elize
Physical/Facilities					
Supplies					
Professional Development					
Other					

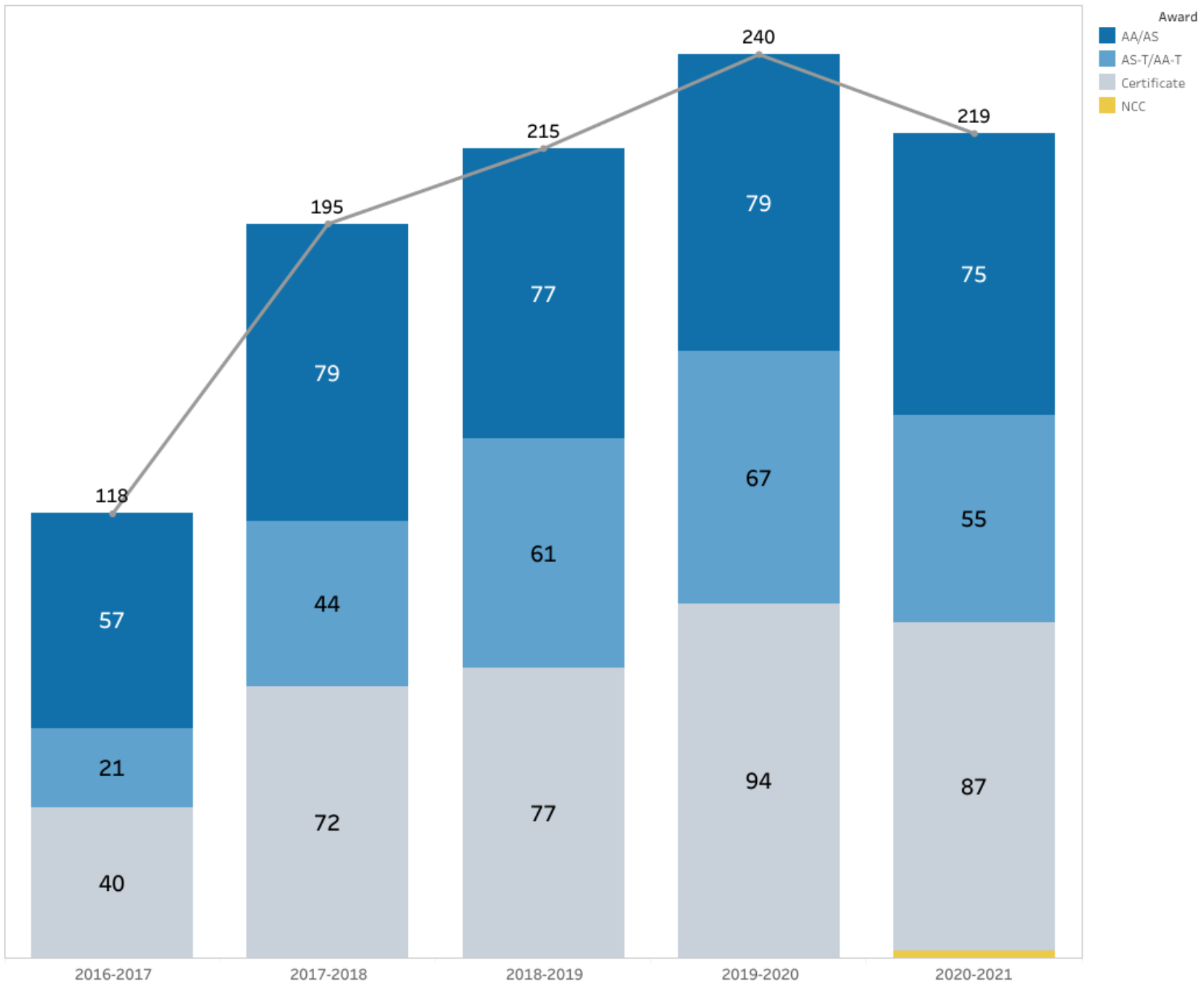
****REQUIRED: After gathering the information above, fill out your RESOURCE REQUESTS to be shared with the Budget Committee: <https://www.surveymonkey.com/r/20-21ProgramReview>**

Part 5. Insert your Program Review Data here, as well as any other supporting data. (See Part 2.B above.)

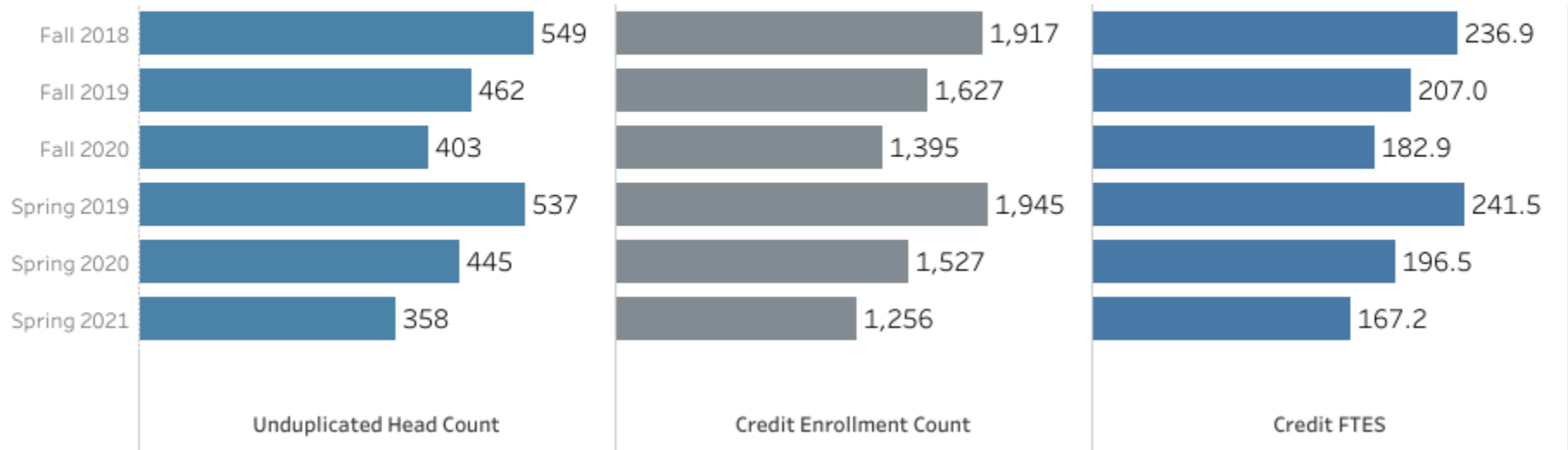
454 Cohort Selector #
12,218 ■ EOPS
■ Other AVC Students

EOPS - Extended Opportunity Programs & Services:

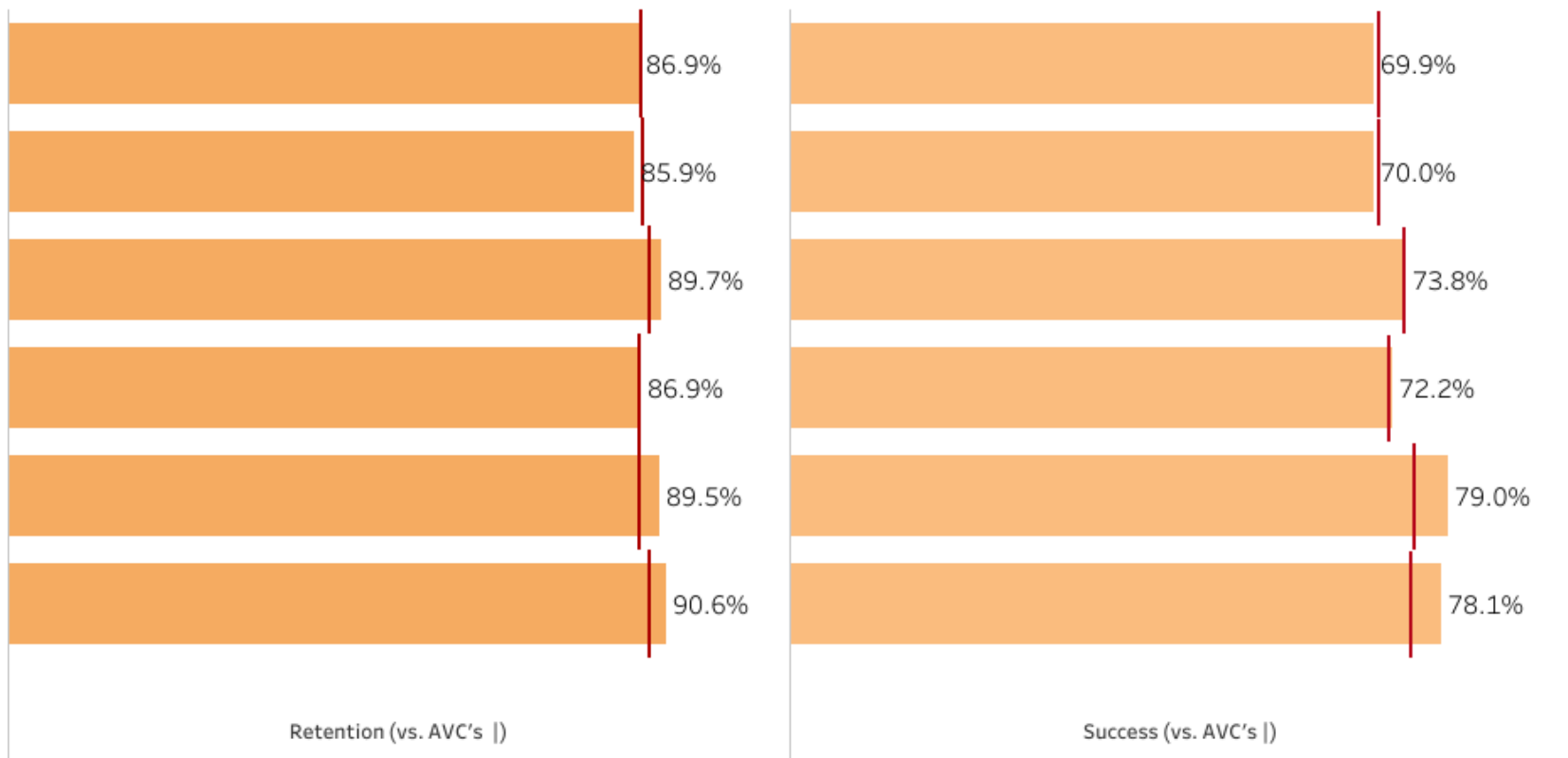
Program Awards



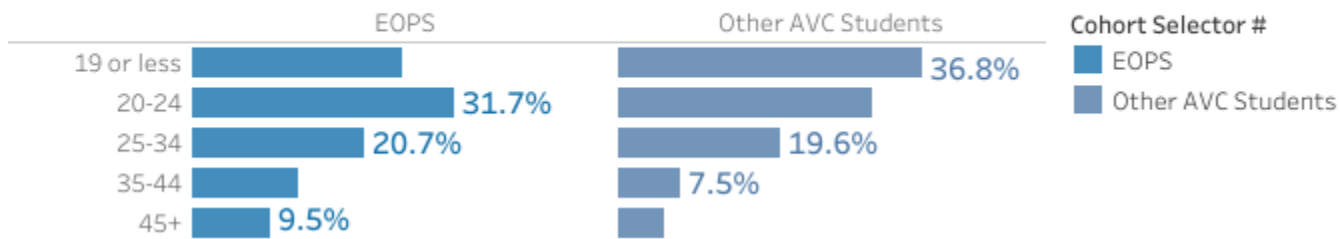
Headcount, Credit Courses Enrollment , Credit FTES



Credit Courses: Retention & Success (vs. all AVC)



Age Groups

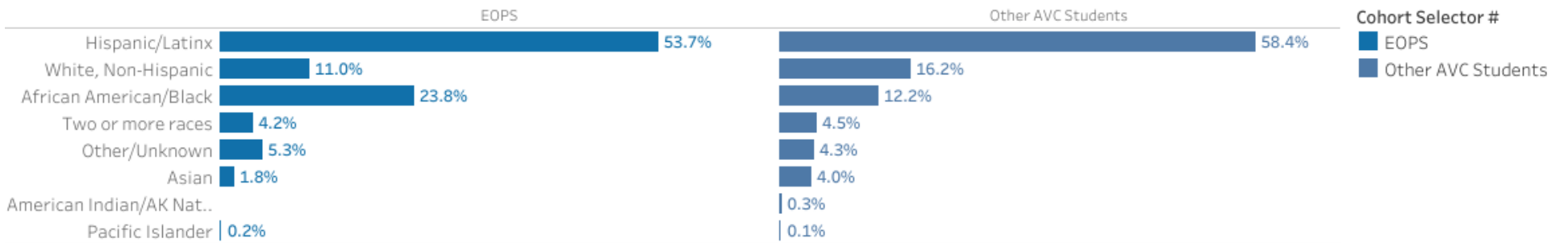


	EOPS	Other AVC Stu..
Avg. # of Terms	4.2	3.8
Avg. GPA	2.9	2.8
Avg. AVC Earned Hours	43.9	37.6
Completion Rate	79.5%	78.4%
Avg. Transfer Earned Hours	11.0	23.3
Transfer Completion Rate	95.4%	90.5%
Avg. Enrolled Units	11.3	8.7
Number of Students	454	12,218

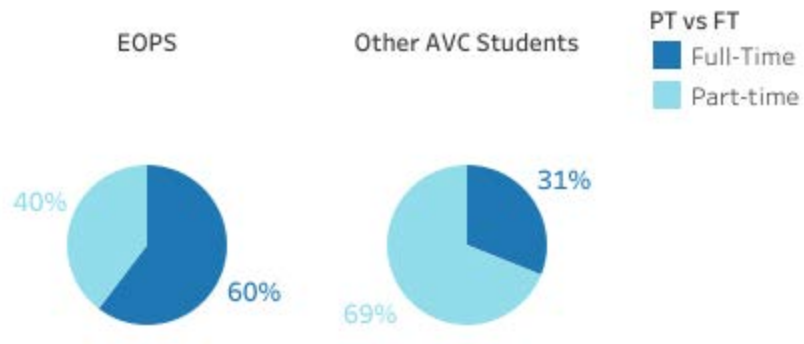
Cohort Selector #

- EOPS
- Other AVC Students

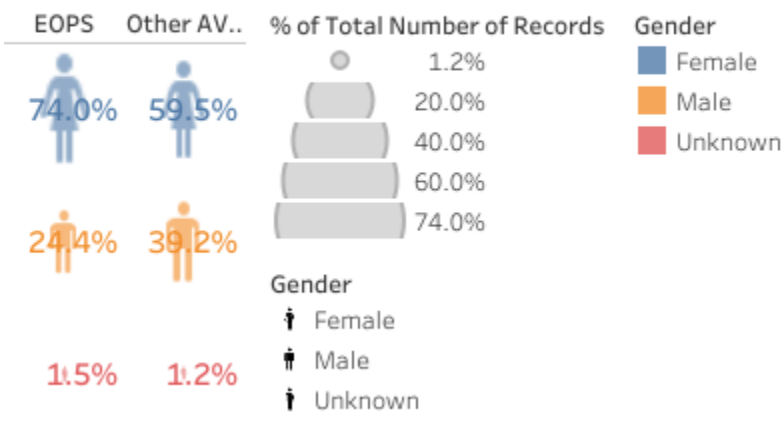
Race/Ethnicity



Part-Time vs. Full-Time



Gender



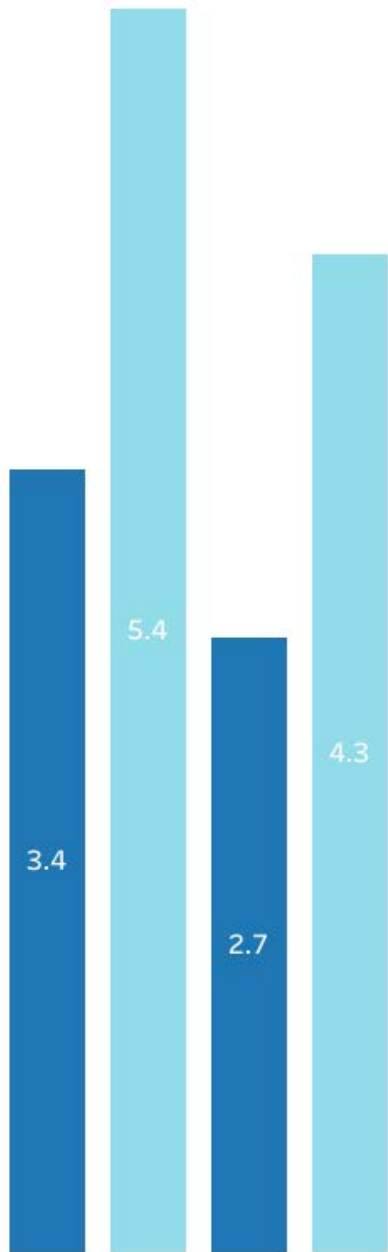
AVG.# of Terms

EOPS

Other AVC Students

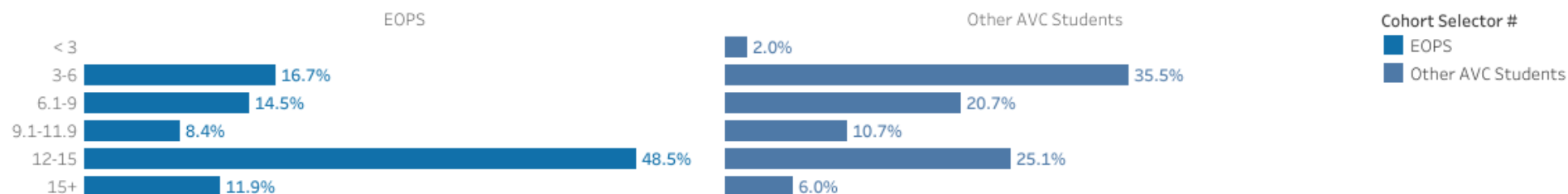
PT vs FT

■ Full-Time
■ Part-time



Full-Time Part-time Full-Time Part-time

Enrolled Units



Top 20 Majors

	EOPS	Other AVC Stu..
1 Registered Nursing	20.7%	14.5%
2 AS-T Business Administration & Business Administration	7.7%	5.6%
3 AS-T Biology & Biological Sciences	4.0%	5.4%
4 AA-T Psychology	7.3%	5.0%
5 Administration of Justice & AS-T Administration of Justice	5.3%	4.8%
6 LAS: Arts and Humanities		4.4%
7 Undeclared		3.7%
8 Aircraft Fabrication&Assembly	2.4%	2.5%
9 Child & Family Education	2.9%	2.3%
10 AA-T Sociology	5.9%	2.2%
11 General Business		2.1%
12 AS-T Early Childhood Education	3.1%	2.0%
13 LAS: Social/Behavioral Science	3.7%	2.0%
14 AA-T Kinesiology		1.9%
15 Mechanical Engineering		1.8%
16 AA-T Communication Studies		1.7%
17 Radiologic Technology		1.7%
18 Computer Software Developer		1.5%
19 Aircraft Fab & Assem Cert		1.4%
20 AS-T Mathematics & Mathematics		1.4%