



Fall 2023 Program Review Report

<b>Division/Area Name: Extended Opportunity Programs and Services (EOPS)</b>	<b>For Planning Years: 2024-2025</b>
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**Name of person leading this review: Kendra Ruff- Director**

**Names of all participants in this review: Kendra Ruff- EOPS Director, Dietra Jackson- EOPS Counselor, Dr. Salvador Suarez - EOPS Counselor, Yvette Petrin - EOPS Program Specialist, Jenell Paul –EOPS Technician II, Hilda Thompson - EOPS Technician II.**

**Part 1. Program Overview: *Briefly describe how the program contributes to the district mission***

How does your program/area help the college meet its mission?)

(AVC Mission Statement: “Antelope Valley College, a public institution of higher education, provides a quality, comprehensive education to a diverse population of learners. We are committed to student success offering value and opportunity, in service to our community” (AVC, 2023).  
EOPS Mission Statement: “The mission of the Extended Opportunity Programs and Services (EOPS) program is to support the primary goals of recruiting, retaining, and transitioning students who have language, social, economic, and/or educational disadvantages. The program provides student support delivery service and programs which are “over, and above, and in addition to” the regular programs and services offered by the college” (EOPS, 2023).

EOPS supports the Antelope Valley College District’s mission by empowering students who might otherwise struggle to access higher education. EOPS offers priority registration, and a comprehensive counseling program that promotes local degrees, transfer degrees, or certificate completion in six semesters or 70 units as required by the California Community College Chancellor’s Office. EOPS also provides financial support through grants, offers transfer assistance, scholarships, and additional support including transportation assistance in the form of gas cards or bus passes and workshops for CARE students.

EOPS places a strong emphasis on academic progress, by requiring students to follow their educational plan and to maintain academic progress throughout each semester. Students benefit from personalized academic, career and transfer support from the dedicated EOPS counselors and staff. EOPS maintains high expectations for its students fostering a caring environment and providing the necessary resources to help them achieve their academic, career and personal success. This approach aligns with the district’s mission of promoting student success and a student-centered learning environment.

**Use the following questions to guide your analysis:**

- Overall (Use the *Program Review* tab to inform your analysis)
- What are the success and retention rates (S&R) for your discipline? Did they decrease or increase in the last year?

- What are the trends for the number of awards granted? Are the number of awards going up or down?

Equity (Use the *S & R by Demographic Group* or the *Equity* tab to inform your analysis)

- Which racial/ethnic student groups complete their courses at the highest rates?
- Which racial/ethnic student groups experience the largest gaps when compared to the highest-performing group? Analyze the trends across the last review period. If no equity gaps are present, please reflect on the strategies that are working in the *Strengths and Accomplishments* section.

**Strengths and Accomplishments:** *(Include your data analysis of success, retention, enrollment, completion rates OR other relevant metrics in your response.)*

EOPS is a state funded program that provides economically and educationally underrepresented students with support services that will help them achieve their educational goals. EOPS continues to assist educationally disadvantaged students with financial need who want to attend college.

EOPS greatest accomplishments during the 22-23 academic year include the following:

- **Full-time enrollment:** EOPS has a full-time enrollment rate of 43.1% surpassing other AVC students at 32.2%, according to Tableau data.
- **Unit enrollment:** A significant 36.1 of EOPS students are enrolled in 12-15 units, outpacing other AVC students at 27.5%.
- **Term Completion:** EOPS students on average complete 5-terms, exceeding the 3-term average of AVC students.
- **Program Completion:** With a completion rate of 78.7%, EOPS students slightly outperform other AVC students, whose completion rate stands at 76.7%.
- **Retention Rate:** EOPS maintains an 89.0% retention rate, showcasing a minimal gap when compared to AVC students rated at 89.2%.
- **Success Rate:** EOPS maintains a 75.2 success rate, also showcasing a minimal gap when compared to AVC student rated at 73.3%.
- **Program Satisfaction:** A total of 80 students participated in the program survey conducted through Survey Monkey. Among them, 90% expressed high satisfaction with the services provided by their EOPS/CARE counselor.
- **Beneficial Aspects:** According to survey responses, 95.5% of the participating students identified books and financial grants were the most beneficial aspects of the program.

Best practices contributing to increased success and retention rates include priority registration, University Campus visits, one-to-one counseling appointments, comprehensive educational plans, scholarship opportunities, EOPS & CARE financial grants, as well as provisions like meal vendor cards, school supplies, and transportation support through gas cards for bus passes for CARE students.

**Opportunities and Challenges:** *(Include your data analysis of success, retention, enrollment, completion rates OR other relevant metrics in your response.)*

*Consider the following questions:*

- What does your program/area need to do better to support/improve student success?
- What actions can be taken to help close equity gaps?

To improve student success, EOPS recognizes the need for a Math and English tutor, along with workshops focused on time management, study habits, and financial literacy. Additionally, there is also a priority to increase program enrollment for both EOPS & CARE.

According to Tableau data, the transfer rate has declined for both EOPS and CARE students, highlighting an area that also needs improvement. Addressing the gender gap within EOPS is crucial. According to tableau data, 78.2% of EOPS students are female compared to AVC's student population, where female constitute 55.5%. Efforts could be made to close this gender gap to create a more balanced representation with the EOPS program.

EOPS recently added the NextUP program to support current and former foster youth. While a Project Supervisor has been recently hired and will start in mid-November, there is a critical need for additional staff to fully develop and support the program effectively. Specifically, roles such as a Program Specialist, Counselor or Ed Advisor, and student workers are essential to ensure the development and success of the NextUp program.

**Aspirations:** *(Include your data analysis of success, retention, enrollment, completion rates OR other relevant metrics in your response.)*

*Consider the following questions:*

- What does your program/area want to be known for?
- What is a desired future?

EOPS wants to be known for providing services that go “Over and Above, and In Addition To “services available to all students. The program supports students who are disadvantaged by social, economic, educational, or linguistic barriers, ensuring that they have the necessary resources they need to enroll and succeed at Antelope Valley College. Through comprehensive academic and support counseling, financial assistance and other services offered by the program, EOPS aims to prevent student dropout and provide guidance to help students reach their educational and career goals. The desired future for EOPS at Antelope Valley College is to actively work towards increasing program enrollment, with the goal of seeing more students achieve their academic goals. It is the goal of EOPS to ensure that each student is proficient in understanding the complexities of higher education, knowledgeable of resources necessary to be successful, and to develop a plan to achieving their objectives.

**Part 2B: (Required for CTE) External Data: Advisory Committee Recommendations & Labor Market Data**

Insert Advisory Committee Recommendations here (Please do not insert complete meeting minutes, but just recommendations from the advisory committee.)

Insert Labor Market Data here <https://www.labormarketinfo.edd.ca.gov/commcolleges/>

**Part 2C: Review and comment on progress toward past Course Improvement Plans**

List your past **Course Improvement Plans (CIP)** and progress toward meeting those plans.

Past Course Improvement Plans	Progress Made
Due to a management and leadership transition, no course improvement plans were established during the 23-24 academic year. However, EOPS plans to create course improvement plans for the 24-25 academic year to ensure that we can track its progress for the next program review.	

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

List your past program review goals and progress towards those goals.

Past Goal	Progress Made
Provide student services program that will have a transfer completion rate of at least 70%	EOPS enhanced student experiences through 4-year university field trips and an overnight stay at UC Santa Barbara campus during our EOPS Summer Institute program. This opportunity allowed students to experience a glimpse of college life and an overnight stay in a university dorm. EOPS invited guest speakers from CSUN to provide students insight on the transfer process, assistance with applications and enrollment in the EOP program at CSUN. Students are also referred to the transfer information sessions. Throughout the 22-23 academic year, EOPS served 359 students who are identified as being disproportionately impacted, 78.7% of EOPS students have completed their academic goal.
Develop comprehensive Ed plan, offer supportive services, and encourage students to follow 6-semester plan.	Students are assigned and meet with their counselor three times a semester to ensure Ed Plans align with student declared majors and updated according to any changes. Students are advised and referred to other services on campus such as tutoring services through the learning center, financial aid, and basic needs to ensure students are equipped to follow their 6-semester plan.

Provide student services program that will retain 70% of EOPS students	EOPS has maintained an 89% retention rate by offering services such as priority registration, financial assistance through grants, and one-to-one counseling, Welcome back event, and End of the Year Celebrations.

**Part 3: Based on Part 2 above, please list program/area goals for 2023-2024:**

Program /Area Goal #	Goal Supports which:				ESP Goal Primarily Supported:	Goal (Student-focused)	Steps to be taken to achieve the goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO	SLO	OO				
#1	ILO 4. Career and Specialized Knowledge				Goal 4: Advance more students to college-level coursework- Develop and implement effective placement tools	Increase the number of EOPS/CARE students to transfer and pursue higher education.	Provide students with opportunities to visit 4-year universities, such as campus tours and university campus overnight experiences.  Ensure that all EOPS students are provided with and following a comprehensive educational plan. Tutoring referrals.  Collaborate with the Transfer center to provide workshops and opportunities to ensure students are informed on the transfer process.	Success would be measured in the percentage of EOPS/CARE transfer students.
#2	ILO 3. Community /Global Consciousness				Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills	Provide a comprehensive financial literacy series for EOPS and CARE students	Provide workshops and opportunities focused on financial literacy each semester.	Success would be measured by the percentage of student participation in the Financial Workshop series.

#3	ILO 1. Communication				Goal 1: Commitment to strengthening institutional effectiveness measures and practices	Increase student engagement and participation in EOPS workshops and activities.	Utilize program data to gauge workshop interest in students. Create workshops based on student interest. Collaborate with other departments on campus and community partners to facilitate workshops.	Success would be measured in percentage of student participation.
#4	Choose ILO				Choose an item.			

**Part 4: Resource Requests that Support Program Goals (Based on the above analysis, please use the following space to document resource requests)**

Type of Resource Request	Summary of Request	Which of your Program/area goals (Part 3) does this request support?	New or Repeat Request	Amount of Request, (\$)	One-Time or Recurring Cost, (\$)	Contact's Name
Choose an item.		Choose an item.		Choose an item.		
Choose an item.			Choose an item.		Choose an item.	
Choose an item.			Choose an item.		Choose an item.	
Choose an item.			Choose an item.		Choose an item.	
Choose an item.			Choose an item.		Choose an item.	

**\*\*\*REQUIRED: After gathering the information above, fill out your RESOURCE REQUESTS to be shared with the Budget Committee:**  
[https://www.surveymonkey.com/r/2023PR\\_ResourceRequest](https://www.surveymonkey.com/r/2023PR_ResourceRequest)

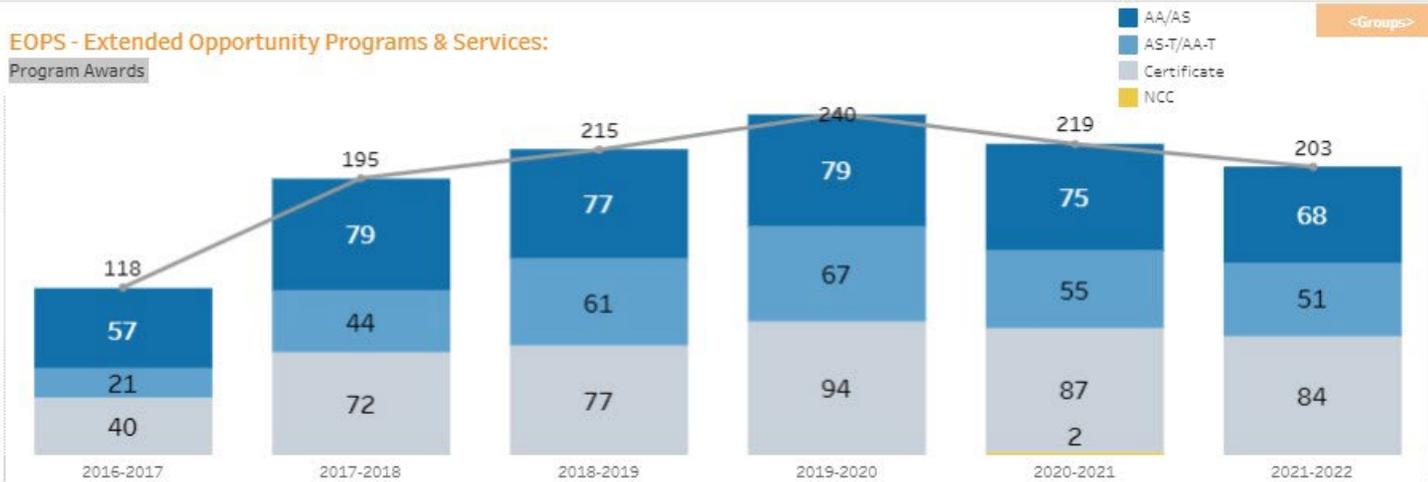
**Part 5: Insert your Program Review Data here and any other supporting data. (See Part 2A above).**

- Required:
- Program Review tab
  - S&R by Demographic Groups tab
- Optional:
- Other supporting data/information



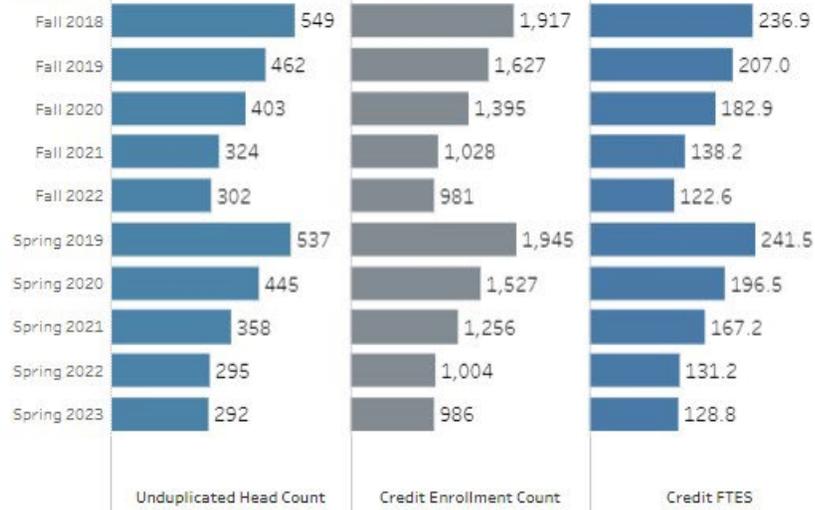
## EOPS - Extended Opportunity Programs & Services:

### Program Awards

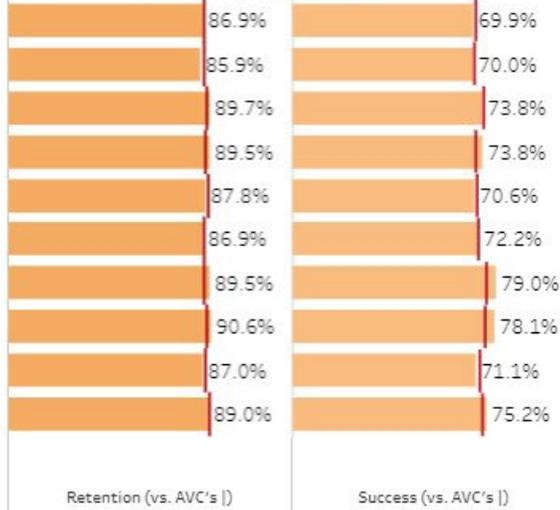


### EOPS - Extended Opportunity Programs & Services

#### Enrollment: Headcount, Credit Courses Enrollment, Credit FTES



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



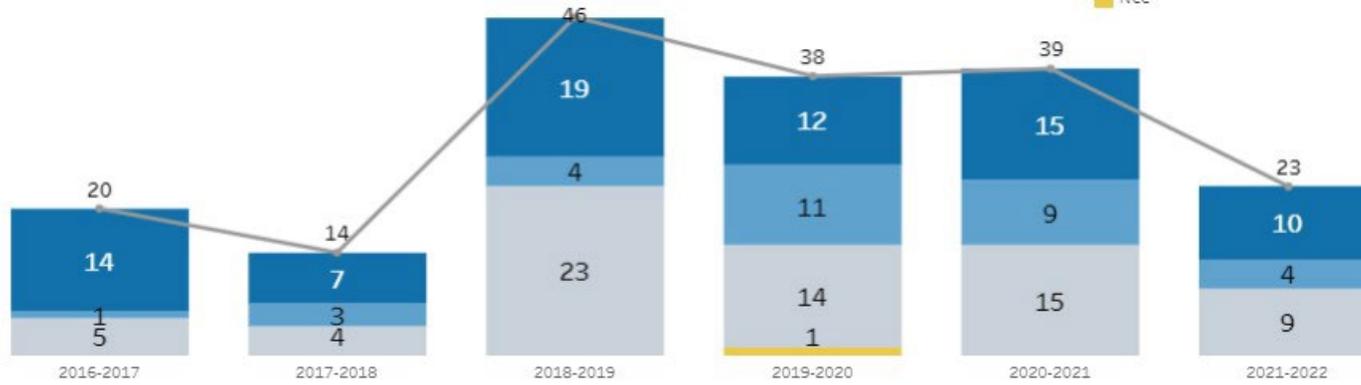
Data Source: CCCC's Datamart: (<https://datamart.cccc.edu/DataMart.aspx>)

### CARE - Cooperative Agencies Resources for Education:

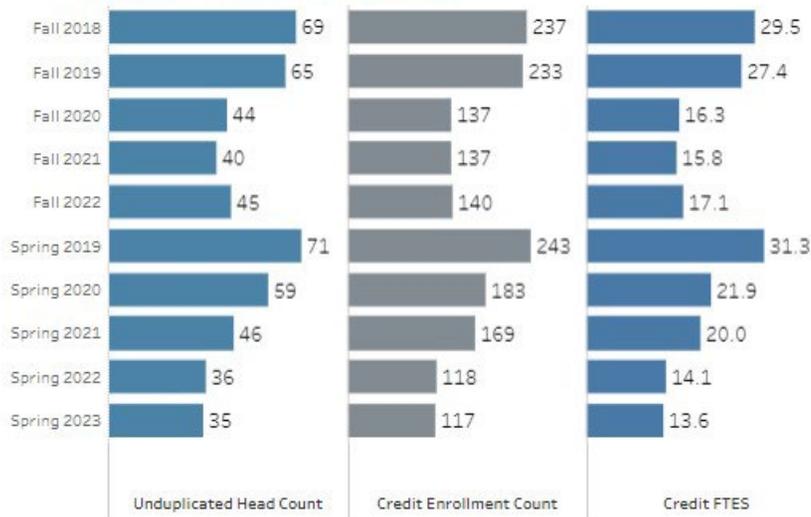
Program Awards

- AA/AS
- AS-T/AA-T
- Certificate
- NCC

<Groups>



Headcount, Credit Courses Enrollment, Credit FTES

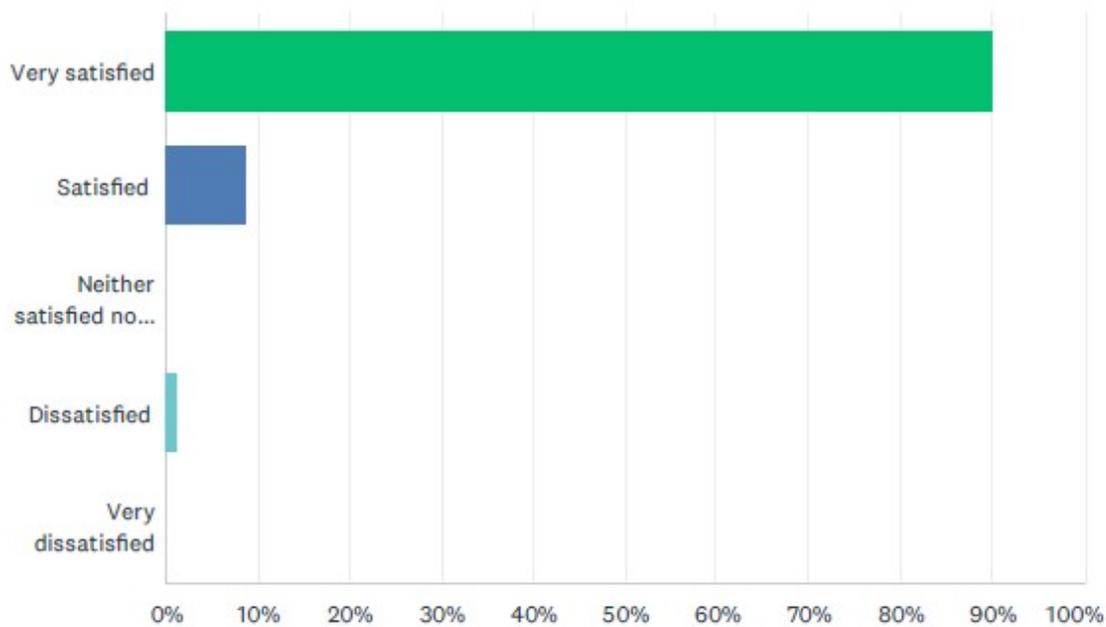


Credit Courses: Retention & Success (vs. all AVC)



### Q13 How satisfied were you with the services you received from your EOPS/CARE/NEXTUP counselor?

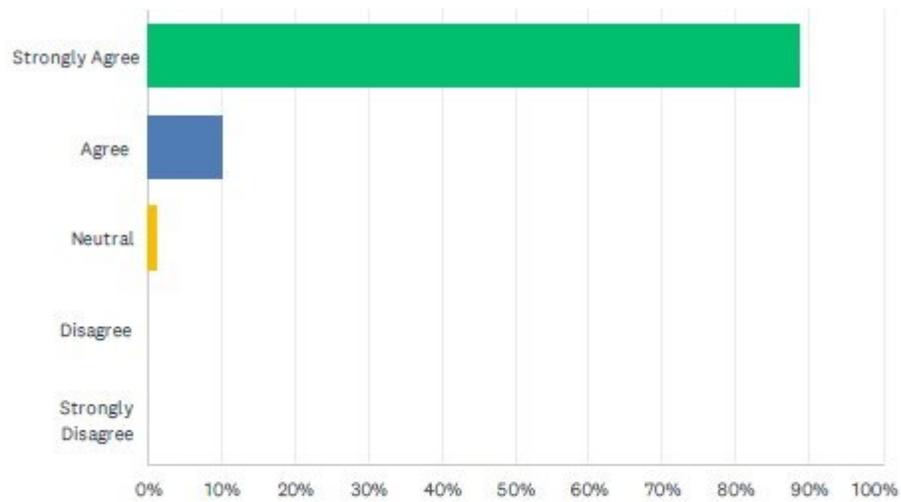
Answered: 80 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	90.00%	72
Satisfied	8.75%	7
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	1.25%	1
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>80</b>

## Q23 EOPS/CARE has assisted me in moving towards (or reaching) my chosen educational goal.

Answered: 80 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	88.75%	71
Agree	10.00%	8
Neutral	1.25%	1
Disagree	0.00%	0
Strongly Disagree	0.00%	0
<b>TOTAL</b>		<b>80</b>