



Fall 2022 Program Review Report

Division/Area Name: Extended Opportunity Programs and Services (EOPS) For Planning Years: 2023-2024

Name of person leading this review: Reina Burgos- Counselor

Names of all participants in this review: Kendra Ruff- EOPS Supervisor, Dietra Jackson - EOPS Counselor, Reina Burgos - EOPS Counselor, Dr. Salvador Suarez - EOPS Counselor, Yvette Petrin - EOPS Program Specialist, Jenell Paul –EOPS Technician II, Hilda Thompson - EOPS Technician II, Carla Ingram - Clerical III

Part 1. Program Overview: Briefly describe how the program contributes to the district 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, 2022).

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, above, and in addition” to the regular programs and services offered by the college” (EOPS, 2022).

EOPS directly 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 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.

(2022). Antelope Valley College. Philosophy, Vision, Mission, and Values. https://www.avc.edu/aboutavc/principles

(2022). Antelope Valley College. EOPS & CARE. https://www.avc.edu/student-services/eopscare

Part 2A: Analyze the program review data (retrieval instructions) focusing on equity and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, licensure exam scores, & job placement) to identify the program Strengths, Opportunities, & Aspirations:

Strengths and Accomplishments: (Guiding Question: What does your program/area do well, including capabilities and greatest accomplishments?)

EOPS is a state-funded program that provides economically and educationally underrepresented students with support services that will help them achieve their educational goals (certificate, Associates Degree, and/or transfer to four-year university). EOPS continues to assist educationally

disadvantaged students with financial need who want to attend college. According to data, the EOPS retention rate for Fall 2021 was 89.5% and 87% Spring 2022. The success rate for Fall 2021 was 73.8% and 71.1% for Spring 2022. The EOPS served 359 students, out of those students, 84 obtained a certificate, 51 graduated with an Associate Transfer degree, and 68 obtained their Associate degree at AVC.

During the year 2021-2022 EOPS:

### **Counseling**

Students:

- Have identified their career objective
- Have identified their academic objective
- Follow their Student Educational Plan (SEP) developed in conjunction with their EOP&S counselor
- Graduate and/or Transfer to a university

### **Support Services**

Students have enhanced their success by:

- Welcome Back Day w/School Supplies
- Participating in EOP&S Tutoring
- Early priority registration
- Receiving EOP&S Grants
- Campus visitation to CSUN
- Attended 3 Academic Counseling appointments
- Obtaining a Bus Pass or Gas Card
- Receiving free Graduation Cap & Gown
- Received EOPS Scholarship Opportunity

### **Opportunities and Challenges:** (Guiding Question: What does your program/area need to do better to support/improve student success?)

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. According to tableau data, 51 out of 203 students graduated with an associate transfer degree, and the rest graduated with a certificate or an associated degree.

### **Aspirations:** (Guiding 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 beyond and above. EOPS assists students who are disadvantaged by social, economic, educational or linguistic barriers get the resources they need to enroll and succeed at Antelope Valley College. The counselors offer comprehensive academic and support counseling, financial aid, and other services aimed at keeping EOPS students from dropping out of college and helping them reach their educational and career goals. For the future, EOPS at Antelope Valley College would like to see more students enroll in the program and complete their achieved goal. 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**

N/A

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

### **Part 2C: Review and comment on progress toward past SLO/PLO/OO Analysis (fka Action Plans):**

According to the Course Improvement Plans (CIP), the progress made in EOPS is as follows:

EOPS PLO 1: Develop comprehensive student educational plans, offer support services, and encourage students to follow their 6-semester plan.  
 Results: Throughout the academic 2021-2022 academic year, EOPS served 359 students and of these students being identified as disproportionately impacted, 73.5% have completed their goal and 95.8% transferred to a university to pursue their bachelor's degree.

EOPS PLO 2: EOPS will provide student services program that will retain at least 70% of its students.  
 Results: EOPS maintained 89.5% for Fall 2021 and 87% for Spring 2022.

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

In Fall 2022, EOPS program goals were centered on three areas: Completion, access, and transfer. Those areas were chosen because they align with the mission of EOPS. One of EOPS' 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 plan. As a result, we have continued to achieve this goal in EOPS. Another program goal was to provide students with options to meet with their counselor. Currently, EOPS has given students the option to choose a mode of contact they prefer: In person, phone, or Cranium Café to retain at least 70% of EOPS students.

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

Program /Area Goal #	Goal Supports which:				EMP Goal Primarily Supported:	Description of Goal	Steps to be taken to achieve goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO	SLO	OO				
#1	ILO 4. Career and Specialized Knowledge				EOPS PLO 3: EOPS will provide student services program that will have a transfer completion rate of at least 70%	To better prepare EOPS students to transfer and pursue a bachelor or higher degree.	Continue to provide field trips to 4-year university such as CSUN. Provide counseling EOPS counselors ensure that the students' education plan is up-to-date.	The percentage rate of transfer EOPS students.  Provided a CSUN tour field trip to EOPS students.
#2	ILO 1. Communication				Develop comprehensive education plans, offer support services, and encourage students to follow their 6-semester plan.	To provide students with comprehensive education plans created/updated by their EOPS counselor.	Continue to ensure all students have a comprehensive education plan. Continue to advise students based on their education plan, transcripts, and goals. If additional	By looking in the M: Drive for the comprehensive student education plan.

							services are needed, counselors will continue to recommend/refer student to other AVC services such as Learning Center tutoring in Sage Hall.	
#3	ILO 3. Community /Global Consciousness				EOPS PLO 2: EOPS will provide student services program that will retain at least 70% or its students.	To improve student retention in EOPS program by providing support and services.	Continue to attend Annual EOPS Conference to get updated to gather resources for students.  Continue to provide counseling via Cranium Café, phone, and/or in person.	The percentage of retention in EOPS program.

**Part 4: Resource Requests that Support Program Needs (based on above analysis)**  
 Fill out your resource request via Survey Monkey: [https://www.surveymonkey.com/r/AVC\\_ProgramReviewFall2022](https://www.surveymonkey.com/r/AVC_ProgramReviewFall2022)

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

[https://public.tableau.com/views/SpecialPopulations\\_16024583665700/SpecialPopulation?:language=en-US&:display\\_count=n&:origin=viz\\_share\\_link](https://public.tableau.com/views/SpecialPopulations_16024583665700/SpecialPopulation?:language=en-US&:display_count=n&:origin=viz_share_link)

**What modality have you utilized to obtain Counseling appointment services?**

ANSWER CHOICES	RESPONSES
In-person	44.52% 69
Phone appointment	62.58% 97
Cranium Cafe	35.48% 55
Total Respondents: 155	

## What services from the EOPS/CARE program did you find most beneficial?

ANSWER CHOICES	RESPONSES	
Priority Registration	89.61%	138
Three Counseling Appointments	73.38%	113
Book grants and/or Financial grants	85.06%	131
Photocopying	25.32%	39
Faxing	14.29%	22
Typing	14.94%	23
Computer Lab	31.82%	49
Other (please specify):	3.90%	6
Total Respondents: 154		

## How satisfied are you with the progress you're making towards reaching your chosen educational goal?

ANSWER CHOICES	RESPONSES	
Very satisfied	62.34%	96
Satisfied	27.92%	43
Neither satisfied nor dissatisfied	7.14%	11
Dissatisfied	1.95%	3
Very dissatisfied	0.65%	1
TOTAL		154

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

ANSWER CHOICES	RESPONSES	
Strongly Agree	62.34%	96
Agree	24.03%	37
Neutral	12.99%	20
Disagree	0.00%	0
Strongly Disagree	0.65%	1
<b>TOTAL</b>		<b>154</b>

What is your educational goal? Check the area that best applies to you.

ANSWER CHOICES	RESPONSES	
Obtain an associate degree and transfer to a baccalaureate granting institution.	60.90%	95
Transfer to a baccalaureate granting institution without an associate degree.	5.77%	9
Obtain a two-year associate degree without transfer.	18.59%	29
Earn a career technical certificate without transfer.	3.85%	6
Prepare for a new career (acquire job skills).	4.49%	7
Advance in current job/career (update job skills).	0.64%	1
Maintain certificate or license (e.g. Nursing, Real Estate)	3.21%	5
Improve basic skills in English, reading or math.	0.00%	0

Other (please specify):

2.56%

4

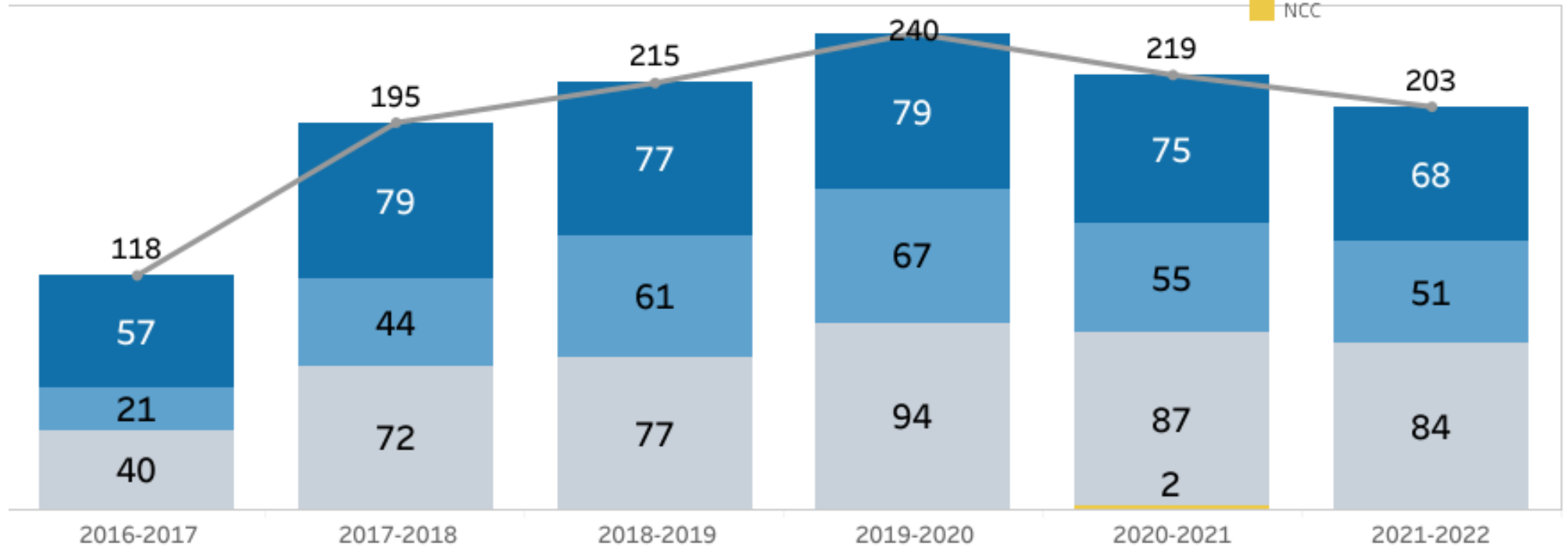
TOTAL

156

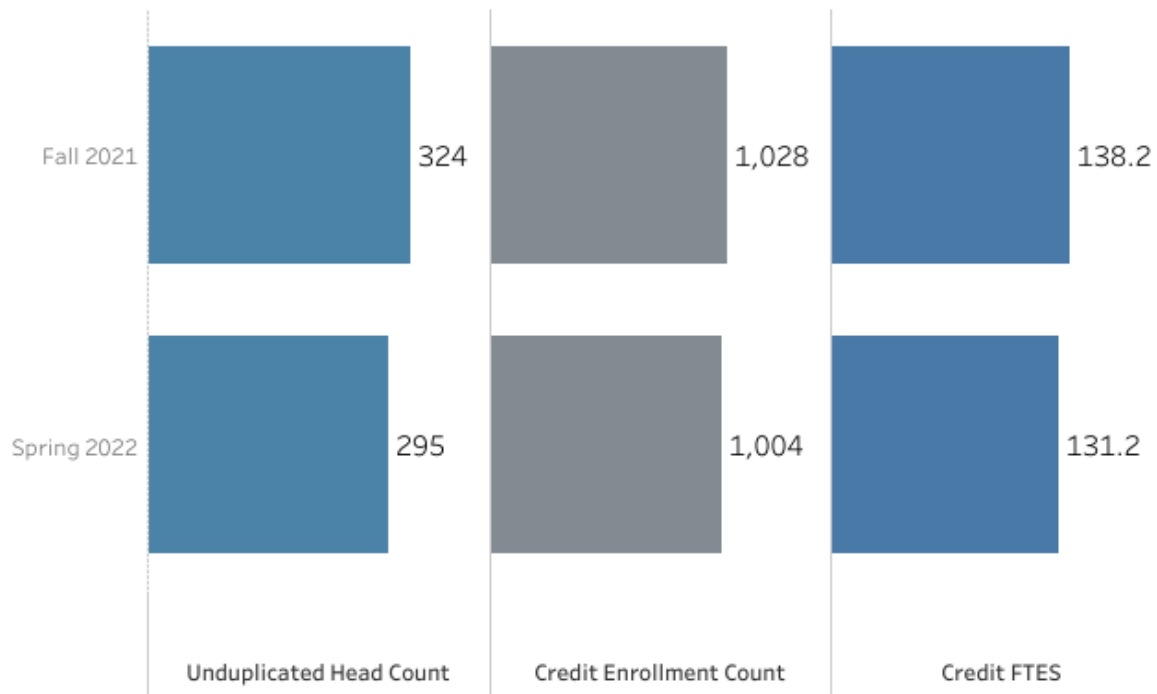
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### EOPS - Extended Opportunity Programs & Services: Program Awards

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



Headcount, Credit Courses Enrollment , Credit FTES



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

