

# Comprehensive Program Review Report



## Program Review - EOP&S

### Program Summary

#### 2023-2024

**Prepared by:** Adrian Beltran - EOPS/CARE/NextUp Director

**What are the strengths of your area?:** -EOPS students successfully completed courses at 72.4% during the fall 2022 semester.

-EOPS students successfully completed courses at 74.9% during the spring 2023 semester.

-CARE students successfully completed courses at 73.2% during the fall 2022 semester.

-CARE students successfully completed courses at 77.4% during the spring 2023 semester.

**What improvements are needed?:** We will continue to provide comprehensive services to all of our EOPS and CARE students. Our counselors and specialists will strive to provide over and above services to ensure that our EOPS and CARE students receive all of the support services they need to be successful. In addition, we will continue to encourage all of our students to have their instructors submit an early alert on their behalf so that we can monitor their progress and be proactive with the support services. By monitoring their progress and providing the necessary support services early on we can help students be successful which in turn will increase our successful course completion rate.

**Describe any external opportunities or challenges.:** One of the biggest challenges that we face as a program are the external factors that students are dealing with outside of school. The continued inflation that we are dealing with forces many of our students to have to work one or two jobs in addition to being a full time student. Therefore, that takes away from their study time or their availability to come into our office and complete their three required contacts. On the other hand, our CARE students are struggling with the challenges of being a single parent. We strive to provide our EOPS and CARE students with on and off campus resources to address these challenges, but at times it is not enough to help them overcome. These external factors take a toll on our students and ultimately affect their academic success and our successful course completion rates.

**Overall SAO Achievement:** We assessed two SAO's one for EOPS and one for the CARE program in which we were measuring successful course completion rates. Out of the four semesters that were assessed we did not meet the target goal for three of them. However, despite not having met our target goal for EOPS and one semester for CARE we are satisfied with the results. We increased our successful course completion rates from the previous year. We attribute the increase in successful course completion rates to the fact that more students are on campus taking in-person courses and utilizing our in-person services. Therefore, we are satisfied with our overall SAO achievement.

**Changes Based on SAO Achievement:** After reviewing our assessment results we will not be making any changes to our SAO's, assessment methods or implementation plan. Despite not having met our target goal for three of the four semesters our successful course completion rates increased from the previous year.

We will continue to provide our over and above services to all of our EOPS and CARE students. We will continue to monitor student progress via the early alert system and make referrals to support services as needed. We will also ensure that our students complete their three required contacts every semester to ensure that they remain active in EOPS and CARE.

**Outcome cycle evaluation:** EOPS did not meet our target goal, but CARE did meet the target goal in the spring 2023 semester.

### Action: Increase the EOPS and CARE Student Successful Course Completion Rate

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Exceed the target goal of 75% for successful course completion by using the electronic early alert system in Banner Web as a progress monitoring tool. We will also continue our intrusive counseling and specialist sessions to provide the necessary support services.

**Leave Blank:** Nonessential/Nice to have

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

**Person(s) Responsible (Name and Position):** Adrian Beltran - EOPS/CARE/NextUp Director

**Rationale (With supporting data):** In order to increase our successful course completion rates we will encourage our students to have their instructors submit an electronic early alert for each of their classes. By doing so we can monitor their progress and be proactive in our intrusive counseling/specialist sessions. Our goal with our intrusive counseling/specialist sessions is to be proactive rather than reactive so that we can help students be successful in their academic endeavors and at the same time increase our EOPS and CARE successful course completion rates.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** Early Alerts will ensure that the EOPS/CARE program is in compliance with Title V, which requires that EOPS/CARE students meet with an EOPS/CARE Counselor and/or Specialist to discuss their current academic progress during their second required visit each academic semester. It is at this point that we can be proactive in our approach and provide the necessary support services so that our students can turn their grade(s) around and be successful.

## Update on Action

### Updates

**Update Year:** 2023 - 2024

09/01/2022

**Status:** Continue Action Next Year

Our EOPS Early Alert forms were used once a semester during the 2022-23 academic year. A COS eNews was sent informing all faculty, staff and administrators of our EOPS Early Alert process and our timeline. All current EOPS students were also sent a similar email. The EOPS Early Alerts were available at the beginning of the 7th week of the semester and were due at the beginning of the week of the "W" drop date. We highly encourage all students to participate in the EOPS Early Alerts as it allows us to be proactive in our counseling/specialist approach. It is also highly recommended by Title V that all EOPS programs have a progress monitoring process/tool.

During the fall 2022 semester, we had 737 (unduplicated) students who had an electronic early alert submitted on their behalf by an instructor for a total of 1,387 (duplicated) early alert submissions. During the spring 2023 semester, we had 653 (unduplicated) students who had an electronic early alert submitted on their behalf by an instructor for a total of 1,124 (duplicated) early alert submissions. Our EOPS Early Alert process has completely transitioned to an electronic submission in hopes that it would be easier for faculty to utilize. We hope that by being completely electronic we will see an increase in faculty participation.

**Impact on District Objectives/Unit Outcomes (Not Required):** The EOPS Early Alerts and intrusive counseling/specialist contacts are the actions that were linked to our EOPS and CARE Successful Course Completion SAO. These actions can also have an impact on the district objective of reducing the equity gaps in course success rates across all departments by 40% from 2021-2025.

## Link Actions to District Objectives

District Objectives: 2021-2025

**District Objective 3.1** - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.