

1. Assessment Plan - Three Column



PIE - Student Services: EOPS and CARE Unit

2. Where We Are Now: Year at a Glance

2020-21

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Summary of Notable Achievements: Fall 2020:

Launched EOPS/CARE Canvas Shell

Counseling, Tutoring, and Workshops were all offered online

Developed the EOPS/CARE Peer Navigator Program

892 out of 919 (97%) that were eligible to return registered for Fall 2020 semester.

276 new students accepted for Fall 2020 semester.

Spring 2021:

Launched an EOPS/CARE Peer Navigator Component filled by current students selected for the new effort. As a result of the Peer Navigators involvement with reaching out to students, 90% of new students completed all 3 of their counseling contacts).

9 out of 14 Mt. SAC CARE applicants were awarded a Soroptomist award

4 EOPS students and 1 EOPS/CARE student was among Student of Distinction

All FT and Adjunct EOPS/CARE Counselors were recognized in the Transfer Achievement Ceremony.

88% percent of EOPS/CARE students persisted from Fall 2020 to Spring 2021.

185 EOPS/CARE students obtained an associate degree.

250 EOPS/CARE students participated in Grad Fest.

250 EOPS/CARE students earned their certificate, degree, and/or transferred for 2019-20.

Program Planning for Retention and Success: From CCC (California Community Colleges) Data Mart:

The retention rates for EOPS/CARE students taking degree applicable courses during the Fall 2020 term was 98% and 97% for the general MT. SAC student population.

The success rate for EOPS students taking degree applicable courses during the Fall 2019 term was 87% and 83% for non-EOPS students.

These two data points show that EOPS/CARE students are staying enrolled and succeeding at slightly higher rate than the general Mt. SAC student population.

Served at total of 1,409 EOPS/CARE students. This is 90 students less than those served in 19-20 and was a direct consequence of not being staffed at the same level (due to

staff and faculty taking leaves of absences during the pandemic) as the prior year.

External and Internal Conditions Analysis: External Conditions Analysis:

Pandemic: The pandemic has significantly changed the delivery of EOPS/CARE Program services. Since the onset of the pandemic, our EOPS/CARE services have shifted from being in person to being virtual. While the programmatically the transition to virtual services has been smooth, our students continue to struggle with services only being offered online. However, many students have reported to have benefited from the college offering online classes. They have reported to find it easier to be full-time students since they are no longer spending time travel to campus, parking and walking to class. This positive outcome has mostly been shared by student parents. Additionally, now that the economy has re-opened our students are beginning to report that they will be taking the next year off to work - since job are plentiful. While there is no data yet, this will be a trend to look out for in 21-22.

K-12 School Closures: As a result of the pandemic, EOPS/CARE staff had to continue to take time off to care for their children since K-12 schools remained closed during the 20-21 academic year. This resulted in needing to hire one additional adjunct counselor, front counter staff and peer navigators. The hiring of these individuals helped us meet the needs of the EOPS/CARE student population and allowed the program to retain our students at Mt. SAC.

Internal Conditions Analysis

Budget:

During the 2020-21 academic year we were fortunate to receive an estimate of \$200,000 in SEAP support, which enabled the EOPS/CARE Department to hire additional adjunct counselors and launch the EOPS/CARE Peer Navigator component. As a result of the support we received, we were able to hire student employees who were essential in helping the EOPS/CARE Program closely monitor new students' progress towards completing their EOPS/CARE requirements. For the 2021-22 academic year, we are seeking the same level of financial support to meet the needs of our students. In addition, during the 2021-22 academic year, we are anticipating receiving an additional \$200,000 in growth funds. These funds will be used to provide more direct aid to students.

Space:

One benefit of having virtual services is that we did not have to worry about the space issues in our department. This allowed the EOPS/CARE Department to hire additional EOPS/CARE Counselors, Peer Navigators and Front Counter support. In the past, much of our scheduling revolved around the physical space we had. Now that we are transitioning back there continues to be a lack of adequate space. Plans to reconfigure the space in EOPS/CARE have moved forward, but due to COVID related ordering issues the remodeling is not expected to be completed until early November 2021. In addition, as we transition back to in person services, the EOPS/CARE Department is going to be working towards identifying a space that can be used to help build community among EOPS/CARE students.

Critical Decisions Made by Unit: During the 20-21 academic, EOPS/CARE began new methods of serving our students as well as assessing the impact of traditional services, and filling the void in counseling.

Communication w/Students

During the 20-21 academic year a Canvas shell was created for EOPS/CARE & CalWORKs Tutoring & EOPS/CARE Communication. CANVAS was the main communication tool that was used by EOPS/CARE staff to engage with our student population. While students are use to using CANVAS we found the tool not to be engaging. As a result, we decided to spend summer 2021 revamping the CANVAS shell to include elements that would attract more students to our CANVAS shell.

In addition to CANVAS we began to use SMORE to create monthly newsletters to make the information to students look more appealing. Based on the analytics available for SMORE, it seems liked we had an average of 1200 views per month. Therefore, a decision to continue with the Newsletters was made.

EOPS Program Services

Book Service: As a result of the pandemic we shifted to providing students with Book Grants instead of Book Vouchers. This eliminated the students having to physically come to campus to get their books. After conducting a survey on what students preferred we found that over 90% of students prefer to get the book grants. Students reported that the grant allows them to purchase books at a cheaper price from online vendors and was easier than using the book voucher. Programmatically it was also

easier to track grants therefore at the end of the 20-21 year the decision to continue issuing book grants was made.

Tutoring: Tutoring was not offered during Winter 2021 and Summer 2021 due to tutoring enrollment being significantly low. Given the cost of the tutoring operation and anticipated funding challenges, the lower student usage rate, particularly in the virtual environment, and hearing of students' technology needs related to other types of academic support, we will re-evaluate the feasibility of tutoring services during the fall 2021 semester. During the past 2 years, tutoring services are only being accessed by 5% or less by our student populations. As a result of the downward trend, a critical decision will be made in 21-22 about EOPS/CARE Tutoring.

Counseling: During the 20-21 the EOPS/CARE Department went through the prioritization process as a result of a retirement. Our position was approved to be posted in October/November 2020 and we began the recruitment process in December 2020. The search ended in March and the EOPS/CARE department offered the position to Mrs. Carolyn Lake-Bain who began serving in the role in May 2021.

Peer Navigator Program: During the Spring 2020 semester the EOPS/CARE Department determined that there was a strong need for a peer mentor component. While this was partially due to the pandemic and our need to increase our efforts to connect with students. Therefore, during the Fall 2020 semester a committee was formed to plan what the Peer Navigator Program would look like and layout how the Peer Navigators would assist the program in achieving it's goal. As a result of team effort, we launched the Peer Navigator Program during the Spring 2021 semester. EOPS/CARE hire 6 Peer Navigators to assist with helping the program retain those admitted during the Spring 2021 semester. While the initial goal was to hire 10 Peer Navigator, due to staffing limitations we decided to only hire 6. While we did not hire as many PN's as we had hoped the program was very successful and as a result of the success the EOPS/CARE team decided to continue to program after Spring 2021.

Contributors to the Report: Julie Marquez,

- Urias Garcia
- Carolyn Lake-Bain
- Maria Hernandez Figueroa
- Alex Brambila
- Kaitlyn Yrineo
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- Jana Crawford
- Selene Roman
- Jazmin Hurtado
- Evie Loadajaja

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Professional Development: - Provide opportunities for professional development and technical training for EOPS tutors, staff, counselors and director.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22</p> <p>Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - Support to send EOPS tutors, staff, counselors and director to trainings. Support to have staff from other</p>	<p>Reporting Year: 2020-21</p> <p>% Completed: 50</p> <p>During the 2020-21 academic year EOPS/CARE staff members attending virtual trainings. While they were helpful, the staff is still in need of additional training on areas such as MIS,. (07/20/2021)</p>

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

areas on campus come in and provide in service training. For instance, have Financial Aid office come to a staff/faculty meeting to provide us with information on how we can assist our students when they have incomplete financial aid files.

Describe Plans & Activities

Supported (Justification of Need):

- 1.) Have various department staff representatives attend our meeting to share what the EOPS team can do to better serve their population of students. For example, ask the new DREAM Director to provide a training on the needs of undocumented students and what we can do to support them.
- 2.) Support 2 Classified Staff and 2 Counselors to attend the annual EOPS Conference.
- 3.) Encourage staff, counselors and tutors to attend relevant POD training.
- 4.) Work with staff to create an effective tutor training day.

Lead: Julie

What would success look like and how would you measure it?: Staff would participate in PD.

Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

Planning Unit Priority: Medium

Total Funding Requested: 0

Request - No Funding Requested - In order to make sure that staff are

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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properly trained we need continued support to attend training.
Describe Plans & Activities
Supported (Justification of Need): In the Fall the EOPS Director will identify online training that may be beneficial to program staff.
Lead: Julie
What would success look like and how would you measure it?: The successful of technical training can be measured by doing an in service audit.
Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.
Planning Unit Priority: Low
Total Funding Requested: 0

<p>Technology - Increase program efficiency. Status: Active Goal Year(s): 2016-17, 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 25 During the 2020-21 academic year we continued to focus on providing remote services. While our efficiency has increased when it comes to the intake process we now have to find a way to increase our efficiency by eliminating paper files. Therefore, this will be one of the goals that we focus on this year. We are currently in the process of exploring program but have not taken any steps to convert all our paper files to e-files. (07/20/2021)</p>
	<p>Request - No Funding Requested - Scanner Describe Plans & Activities Supported (Justification of Need): 1) Explore programs to house EOPS documents 2) Convert all paper files to e-files Lead: Julie Marquez What would success look like and</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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how would you measure it?:
 Paperless files for all EOPS/CARE Students

Type of Request: IT SUPPORT:
 Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High
Total Funding Requested: \$0
Request - No Funding Requested - IT Support

Describe Plans & Activities Supported (Justification of Need):
 Phase II: Advancements in the APEX database. Phase II will train all the front counter staff in how to utilize the system.

Lead: Julie Marquez

What would success look like and how would you measure it?: The new system will shorten the amount of processing time as it will eliminate a lot of data entry.

Type of Request: IT SUPPORT:
 Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High

<p>Collaboration - Increase collaboration with student support programs, departments on campus, higher education institutions, and community agencies in order to better serve students. Status: Active</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 50 During the 2020-21 the EOPS/CARE team worked on strengthening our partnerships with equity programs at Mt. SAC, HSO, Bridge, and community partners. Specifically, as a result of our partnership with Soroptimist 11 CARE students were awarded a scholarship. This is the highest</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22
Goal Entered: 09/01/2016

Report directly on Goal

number of Mt. SAC recipients in one single year. Typically we only have about 4 winners. We also worked on our partnership with Equity Programs, HSO and Bridge in order to increase access to our program. As a result in 2020-21 we had over 500 new students. Another partnership that was established was the CARE collaborative. The CARE collaborative was spear headed by Mt. SAC's EOPS/CARE Coordinator - Maria Hernandez Figueroa. As a result of the partnership, CARE services were leveraged. Specifically, different colleges hired speakers and our students were able to attend other CARE program Zoom events and vice versa. (07/20/2021)

Request - No Funding Requested -

Access to the SARS Grid of other departments such as DREAM and REACH. This way when we look up our EOPS students we are able to see if they are meeting with counselors in other areas.

Describe Plans & Activities

Supported (Justification of Need): 1)

- Expand the committee makeup of the EOPS Advisory Committee .
- 2) Hold standing meetings with key staff from various areas such as REACH, DREAM, CalWORKs and Financial Aid.
- 3) Provide training for counselors in other programs if students choose to receive their EOPS counseling contacts from their respective counselors.

Lead: Julie Marquez

What would success look like and how would you measure it?: At least 2 coordination meeting a semester will be held between the various programs.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests

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for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: High

Total Funding Requested:)

Request - No Funding Requested -

Continued support to work with DREAM and REACH to identify students shared.

Describe Plans & Activities

Supported (Justification of Need): 1)

Continue including REACH, DREAM and FA in the EOPS/CARE Advisory Committee .

2) Continue holding meetings with key staff from various areas such as REACH, DREAM, CalWORKs and Financial Aid.

3) Provide training for counselors in other programs if students choose to receive their EOPS counseling contacts from their respective counselors.

Lead: Julie Marquez

What would success look like and how would you measure it?: At least 2 coordination meeting a semester will be held between the various programs.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

Planning Unit Priority: High

Total Funding Requested: 0

Data Collection - Conduct ongoing systematic assessments and evaluate outcomes for continuous quality improvement.

Status: Active

Goal Year(s): 2018-19, 2019-20, 2020-21, 2021-22

Goal Entered: 06/19/2019

Report directly on Goal

Reporting Year: 2020-21

% Completed: 25

During the 2020-21 academic year we continue gathering data and met with the IT team several times to ensure that our ARGOS reports were accurate. While most reports are now matching our internal records we are still in need of revising some of the reports to make sure they are capturing accurate data.

In addition, we are still working with the research department to capture the information needed to complete the Student Equity Report. In this area, we did take steps towards gathering data and we identified measurable outcomes.

Moving forward we need to focus on the data being populated in EAB to ensure that we can begin utilizing the tool in order to make data driven decisions about which students need additional intervention. (07/20/2021)

Request - No Funding Requested -

Support from the IT Dept. with pulling the necessary data for the EOPS Department to evaluate and assess how we are doing.

Describe Plans & Activities

Supported (Justification of Need):

- 1.) Ask that IT Staff update the dashboards on a year to year basis.
- 2.) Tutorial Specialist will continue gathering data on the numbers of students that are accessing tutoring, their grades and any other relevant information.
- 3.) EOPS staff and faculty will continue administering surveys through quadratics and utilize the data gathered to make

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

improvements.

Lead: Julie Marquez

What would success look like and

how would you measure it?: We

would have all the dashboards requested.

1) EOPS Head Count 2) Degree &

Certificate Completion 3) GPA 4)

Success & Retention Rate

5) Persistence

6) Financial Aid: Breakdown of the

percentage of our students are

receiving a fee waiver under method

A, B, C, Pell and CHAFFEE. 7) College

Level English & Math: Breakdown on

the percentage of our students who

have completed college level English

& Math, as well as the percentage

who have completed both. 8)

Academic Standing: Percentage of our

students who are in good standing,

level 1 & 2 probation. 9) PT vs. FT:

Breakdown of the number of units

our students are enrolled in. 10)

Persistence within our program

Type of Request: IT SUPPORT:

Requests for projects related to the

implementation, integration,

application, delivery, and support of

information and instructional

technologies.

Planning Unit Priority: High

Request - No Funding Requested -

Internally we need to have a better

way of collecting and analyzing

tutoring data. We may need a

researcher's assistance to evaluate

this service.

We also need support from the IT Dept. with pulling the necessary data for the EOPS Department to evaluate and assess how we are doing.

We also need support to fix our ARGOS reports.

Describe Plans & Activities

Supported (Justification of Need):

- 1.) Submit request for IT staff to fix issues with current dashboards that were created for EOPS. These were great but can no longer be accessed. The high turnover in researchers has impacted our ability to collect data specific to EOPS and create a comparison group.
- 2) Submit request for ARGOS reports to be fixed.
- 2.) Have Tutorial Specialist gather tutoring data and ask for him to meet with researcher to see what other data can be pulled.
- 3.) Continue administering surveys through quadratics and utilize the data gathered to make improvements.

Lead: Julie Marquez

What would success look like and how would you measure it?:

Accurate ARGOS reports: We continue having issues with Argos report SER007. Much of this is a result of assignments not being ended correct (3 + years ago.) Accurate reports would lead to accurate data on how our students are doing.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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We had the dashboards below at the start of the academic year but along the way the links stopped working and this has not been resolved.

- 1) EOPS Head Count
- 2) Degree & Certificate Completion
- 3) GPA
- 4) Success & Retention Rate
- 5) Persistence
- 6) Financial Aid: Breakdown of the percentage of our students are receiving a fee waiver under method A, B, C, Pell and CHAFFEE.
- 7) College Level English & Math: Breakdown on the percentage of our students who have completed college level English & Math, as well as the percentage who have completed both.
- 8) Academic Standing: Percentage of our students who are in good standing, level 1 & 2 probation.
- 9) PT vs. FT: Breakdown of the number of units our students are enrolled in.
- 10) Persistence within our program

Type of Request: IT SUPPORT:
 Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High
Total Funding Requested: 0

<p>Academic Support - Increase the number of students who are utilizing EOPS/CARE academic support services. Status: Active Goal Year(s): 2018-19, 2019-20,</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 25 During the 2020-21 academic year we struggled to increase the number of students receiving tutorial support. The number declined instead of increasing. Although we have observed a downward trend in the number of students who</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>2020-21 Goal Entered: 06/19/2019 Date Goal Archived/Inactivated: 07/01/2021</p>	<p>Report directly on Goal</p> <hr/> <p>Completed - Funding to hire tutors to support the academic needs of our EOPS and CARE students. (Currently receive BSI, SSSP and SE funds to fund most of EOPS/CARE tutoring.) In order to continue offering tutorial services during the Summer, Fall, Winter and Spring terms we need permanent funding. EOPS funding cannot be used since apportionment is collected.</p> <p>Describe Plans & Activities</p> <p>Supported (Justification of Need): 1) Continue requesting SEAP funds to cover the costs of tutoring. 2) Continue offering one-on-one tutoring, group tutoring and walk in tutoring. 3) Faculty and staff will promote EOPS/CARE tutoring by giving students flyers during appointments and sending e-mail reminders.</p> <p>Lead: Julie Marquez</p> <p>What would success look like and how would you measure it?: Track our ability to serve each EOPS/CARE student who has requested tutoring. Track the success rate of the students who attend tutoring. Success would equate to having an 80% + success rate for the students that utilize our academic support center.</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: High</p> <p>On-Going Funding Requested (if</p>	<p>are seeking academic support, the pandemic made it more difficult to increase the number of students served. (07/20/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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applicable): 0
 Total Funding Requested: 0

<p>Growth: Increase access to Mt. SAC students who are EOPS eligible - Increase the number of students served through the EOPS program by 10% every year. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 05/10/2019</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - Space Describe Plans & Activities Supported (Justification of Need): As we look ahead, we need to keep in mind that in the future we will need more space to serve more EOPS eligible students and to ensure that all our services are in one location. Currently, we have our EOPS/CARE & CalWORKs academic support area in ASAC. Ideally all EOPS/CARE services should take place in the same location. Therefore, as space becomes available in 9B and programs shift to the new SS Building 9A, we need to keep in mind that due to the limited space we currently have, we have our tutoring services in another location. Lead: Julie Marquez What would success look like and how would you measure it?: We'd be successful in achieving this goal when we increase the number of students</p>	<p>Reporting Year: 2020-21 % Completed: 50 During the 20-21 academic year we served 1402 students. This is about 80 student less than last year. This decline was partly due to key staff members being out on COVID leave at the start of the academic year and one counselor retiring at the end of the 19-20 academic year. Staffing levels in 20-21 negatively impacted our ability to serve more students. In addition during the 20-21 academic year it was more challenging to recruit students since Mt. SAC campus was closed. (07/20/2021)</p>
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Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

served. We would also be successful when we secure space and the funding to hire additional adjunct counselors.

Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

Planning Unit Priority: High
One-Time Funding Requested (if applicable): 0
On-Going Funding Requested (if applicable): 0

Total Funding Requested: 0
Request - No Funding Requested -
Space

Describe Plans & Activities Supported (Justification of Need):

While we are in the process of re configuring some of the work spaces in the EOPS area, we need to begin thinking about re configuring the center area of the EOPS offices. Ideally EOPS would have a designated space for EOPS students to use computers and study. In addition, we need additional space for tutoring. Currently we are tucked in a corner by ASAC and it would be preferred for tutoring services to be provided in the space space where EOPS Counseling takes place.

Lead: Julie Marquez

What would success look like and how would you measure it?: We'd be successful in achieving this goal when we increase the number of students served. We would also be successful when we secure space and the

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

funding to hire additional adjunct counselors.

Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

Planning Unit Priority: High

Total Funding Requested: 0

Request - No Funding Requested - In order to serve more students we need to bring up our EOPS/CARE Admin I from 49.5% to 100%. This will allow our Admin II and EOPS/CARE Program Specialist to focus on serving students and not the answering phones/overseeing the front desk.

Describe Plans & Activities

Supported (Justification of Need):

The EOPS/CARE budget has a PT Admin I position that is vacant and our current PT Admin I has been working in the EOPS/CARE Department for almost 15 years.

Lead: Julie Marquez

What would success look like and how would you measure it?:

Reduction in short-term hourly workers. Consistent front desk support for students.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

One-Time Funding Requested (if applicable): 0

On-Going Funding Requested (if applicable): 0

Total Funding Requested: 0

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Student Engagement - Increase the number of EOPS/CARE students participating in EOPS/CARE sponsored activities/events. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 06/19/2019</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - EOPS/CARE staff to help plan and facilitate activities. Space/Rooms to hold the activities. Describe Plans & Activities Supported (Justification of Need): 1) Offer EOPS "community building" opportunities, such as EOPS Board Game Night, EOPS Movie Night, EOPS Networking and etc. 2) Start an EOPS Club to increase engagement among EOPS students. 3) Become active on social media in order to promote EOPS events. 4) Increase our marketing efforts before EOPS events.</p> <p>Lead: Julie Marquez What would success look like and how would you measure it?: Track attendance at EOPS sponsored activities/events and compare the percentage of students involved in our program activities to the prior year. Success would mean seeing a 10% increase in participation. Type of Request: SUPPLIES AND MATERIALS: Instructional supplies and materials are items to be used by</p>	<p>Reporting Year: 2020-21 % Completed: 50 During the 20-21 academic year EOPS/CARE students were engaged in our virtual workshops. The Monthly EOPS/CARE check in and workshops were well attended and students reported enjoying them despite only being offered virtually. In addition, the Peer Navigators helped keep our new students engaged by calling, texting and e-mailing them. As a result of their efforts, 90% of all new students completed their EOPS/CARE requirements. (07/20/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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students, faculty and other personnel in connection with an instructional program, less than \$500.

Planning Unit Priority: Medium

Request - No Funding Requested - EOPS/CARE staff to help plan and facilitate online activities to keep students engaged.

Describe Plans & Activities Supported (Justification of Need): 1) Create additional online workshops
 2) Create a space for students to connect with theirs. (Canvas shell discussion section is a possibility.)
 3) Increase our social media presence.

Lead: Julie Marquez

What would success look like and how would you measure it?: Track attendance and compare the percentage of students involved in our program activities to the prior year. Success would mean seeing a 10% increase in participation.

Type of Request: SUPPLIES AND MATERIALS: Instructional supplies and materials are items to be used by students, faculty and other personnel in connection with an instructional program, less than \$500.

Planning Unit Priority: Medium

Total Funding Requested: 0

<p>Program Visibility - Increase the visibility of the EOPS/CARE program at Mt. SAC and the surrounding community.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20,</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21</p> <p>% Completed: 50</p> <p>This academic year the EOPS/CARE team increased it's visibility by posting announcements on the students portals, increasing our social media presence and connecting with key departments on campus to ensure that all eligible EOPS</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
2020-21, 2021-22 Goal Entered: 06/19/2019	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - Would need the marketing team's support to help us promote EOPS events and activities.</p> <p>Describe Plans & Activities Supported (Justification of Need): 1) Plan a luncheon to celebrate EOPS 50 year anniversary. 2) Look for opportunities to promote the EOPS Program. 3) Increase our presence in social media. 4) Have EOPS staff table at key campus events. 5) Present at Faculty Flex Day and Classified Professional Development. 6) Attend community events and present on the EOPS program. Lead: Julie Marquez What would success look like and how would you measure it?: To determine if we have achieved this goal we would find out many faculty and staff around campus know about our program and the services we offer. We would also base our success on the number of referrals that come from staff and faculty across campus. Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and</p>	<p>students are aware of EOPS and the services offered. However, due to the pandemic we were not able to increase our physical presence. Therefore, in 21-22 the EOPS program will work on increasing our presence by attending in person events, setting up tables near the pantry, and welcoming non EOPS students to our EOPS functions - such as workshops. (07/20/2021)</p> <hr/>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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photography, posting information, communication and social media.
Planning Unit Priority: Medium
Request - No Funding Requested -
 Support from the Marketing Department and programs that serve similar populations.
Describe Plans & Activities Supported (Justification of Need): 1) Increase our presence in social media.
 2) Do targeted outreach
 3) Continue participating in college virtual events
 4) Revamp the EOPS/CARE website

Lead: Julie Marquez
What would success look like and how would you measure it?: To determine if we have achieved this goal we would find out many faculty and staff around campus know about our program and the services we offer. We would also base our success on the number of referrals that come from staff and faculty across campus.
Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.
Planning Unit Priority: Medium
Total Funding Requested: 0

<p>Provide students with a quality over and above services. - Provide students with adequate access to EOPS/CARE counselors. Provide students with the financial</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 25 The EOPS/CARE staff strive to provide students with quality services and in an effort to do so the EOPS/CARE Director has continued to request SE support to provide students</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>resources needed (book vouchers, cap and gown). Provide students excellent customer service. Respond to students need in a timely manner. Status: Active Goal Year(s): 2020-21, 2021-22 Goal Entered: 07/13/2020</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - In order to provide students with a quality program we need to be adequately staffed. Staffing Describe Plans & Activities Supported (Justification of Need): Currently the Admin I position is 47.5% and we need to increase time and effort to 100% in order to better serve students.</p> <p>This position is currently funded from General Fund (47.5%) Therefore, we would propose to pay the difference with EOPS funds since there are two positions vacant (Admin II at 47.5% and EOPS Program Specialist.) Instead of hiring an Admin II at 47.5% the EOPS Program would like to have a 100% Admin I in order to ensure that we have enough coverage to answer the phones and when we return to campus to be at the front counter. This would allow the Admin II to focus on other projects instead of only answering phones. By making the Admin I full-time we would not have to relay so heavily on short-term hourly support. Instead of hiring 3-4 we would now only need one.</p>	<p>with adequate services. As a result, EOPS/CARE received 200,000 SE dollars and was able to hire additional adjunct counselors and bring 5 Peer Navigators on board. We also connect with College Promise and through the collaboration was able to provide 250 EOPS students with Cap & Gowns with no cost to the program. This allowed EOPS to provide students with an additional grant. (07/20/2021)</p>

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

Lead: Julie Marquez

What would success look like and how would you measure it?: Success would mean that we have consistent front desk coverage and that as a result our students feel that there is always a consistent message being shared. It also means that we don't have to worry as much about front desk coverage when one hourly is out.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High
One-Time Funding Requested (if applicable): 0

On-Going Funding Requested (if applicable): 0

Total Funding Requested: 0
Request - Full Funding Requested - Ubiduo to serve deaf and hard of hearing students

Describe Plans & Activities Supported (Justification of Need): Place and Ubiduo at our front counter to make Deaf and Hard of Hearing students more comfortable when visiting the EOPS/CARE Office.

Lead: Julie Marquez

What would success look like and how would you measure it?: When Deaf and Hard of Hearing students and EOPS/CARE staff don't have to resort to paper and pen to communicate.

Type of Request: NON
INSTRUCTIONAL EQUIPMENT:
Tangible property with useful life of more than one year, other than land

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

Planning Unit Priority: Low

One-Time Funding Requested (if applicable): 3000

Total Funding Requested: 3000