**COMPREHENSIVE PROGRAM REVIEW**

**Extended Opportunities Program and Services (EOPS)**

**Cooperative Agencies Resources for Education (CARE)**

**Philosophy**

The Extended Opportunity Programs and Services (EOPS) seeks to provide positive encouragement directed to the enrollment of students disadvantaged by language, education, social and economic status and to facilitate their successful participation in their educational pursuits at Feather River College. This is accomplished by providing services which are over, above, and in addition to the regular educational programs and services provided by the college. The CARE program provides extra support services for EOPS students who are single-parents on public assistance with children under 14. These students have extraordinary support needs and multiple barriers to overcome in order to successfully complete their goals.

**Mission & Vision Statements**

In order to ensure that all students are given equal opportunity for academic success, it is our responsibility to provide comprehensive support services:

* To enhance self-esteem;
* To foster pride and dignity;
* To motivate those whom the program serves; and
* To enable students to effectively define and pursue career goals, while maintaining an open-door policy.

**Summary of Responsibilities/Services Provided**

* Outreach and recruitment to increase the number of potential EOPS eligible students who enroll at the college.
* Orientation to familiarize EOPS/CARE eligible students with: the location and function of college and EOPS/CARE programs and services; the college catalog, application, and registration process, with emphasis on academic and grading standards, college terminology (e.g., grade points, units), course add and drop procedures and related rules; financial aid application procedures; and transfer procedures to four-year institutions.
* Registration assistance for priority enrollment.
* A contact session which combines interview and other interpretation of assessment results to prepare a student's educational plan, and a mutual responsibility contract specifying what programs and services the student shall receive and what the student is expected to accomplish.
* An in-term contact session to insure the student is succeeding adequately, that programs and services are being provided effectively, and to plan changes as may be needed to enhance student success. A progress report is require of students.
* A term-end or program exit contact session to assess the success of students in reaching the objectives of the term, the success of the programs and services provided in meeting the student's needs, and to assist students to prepare for the next term of classes, or to make future plans if students are leaving the EOPS/CARE Program or the college.
* Provide support services for CARE students such as mileage reimbursements, meal tickets, school supplies, car repair assistance, supplemental child care and need based cash grants.

The program is aligned to the college mission and its’ strategic goals; thus, focused on ensuring student success, teaching and learning effectiveness, organizational effectiveness and community and economic development.

**Staffing Patterns**

EOPS Director

Carlie McCarthy

EOPS/CARE Program Staff Specialist

Krystal Drybread

EOPS/Care Counselor

Monica Potter

**Student Learning Outcomes**

**EOPS Student Learning Outcomes**

1. Students will be able to identify, locate and use the resources and support services they need in order to overcome any educational disadvantages.
   1. This is applicable to both community colleges and transfer institutions and will be measurable by the number of students who successfully transfer and complete their academic goals.
2. Students will be accountable for their appointments and paperwork required by the EOPS program.

**CARE Student Learning Outcomes:**

Students will demonstrate knowledge of the support resources available by:

* Completing the Federal Financial Aid Application.
* Providing the necessary documents to complete categorical files.
* Meet three times per semester with EOPS/CARE counselor.
* Completing book vouchers, transportation verifications and car repair documentation.
* Seeking other assistance as necessary for successful completion of their academic goal.

**Research and Data Tools**

* Student Data
* Student Counseling Satisfaction Survey
* Chancellor’s Office Reviews and Program Plan
* Audits

**Program Effectiveness**

**EOPS/CARE**

* Served over 130 unduplicated students during the 16/17 academic year. Total served per semester was 96 for Fall 16 and 102 for Spring 17.
* 78 students took advantage of our textbook vouchers during the Fall 16 semester totaling approximately $26,000 and 86 used the textbook vouchers in Spring 17 totaling $27,000. During the fall the program lent out 74 books and during the spring 66 were lent out.
* 227 meal vouchers were given to students during the fall semester and 258 were given during the spring semester totaling over $29,000.
* Graduated 17 students, 10 with honors

**Goals and Objectives for the next Three Years**

Goal 1. The first goal of the EOPS/CARE Program at Feather River College is to provide orientations with outreach to both daytime and evening access.

Goal 2. To maintain the current level of services and increase enrollment for EOPS/CARE.

Goal 3. To increase community outreach and ensure local resource contact information is updated.

**Recommendations for improving program effectiveness**

* Maintain the EOPS Advisory Committee in order to assist the college in continuing an effective EOPS/CARE Program.
* Improve on campus signage for both EOPS and CARE, i.e. become more accessible to students.
* Improve EOPS and CARE presence on FRC website and make forms available on website.
* Meet with Plumas County Benefit services departments once a month.
* Establish contact with Counselors from local Feeder High Schools allowing for program awareness to interested students is available.