

EOPS/CARE NIPR 2018-19

Annual Update 2018

LASSEN COMMUNITY COLLEGE

EOP&S AND CARE PROGRAM

Karissa Morehouse, EOP&S Director; Thomas Rogers, EOP&S Counselor; Carol Montgomery EOP&S Program Assistant & Care Coordinator; Motare Ngiratmab, Academic Advisor/Special Programs; Pionette Eldebechel, Administrative Assistant

Accepted by Cabinet: (insert date)

Accepted by Consultation Council: (insert date)

Accepted by Governing Board: (insert date)

CONTENTS

PROGRESS REPORT	1
ADMINISTRATIVE UNIT AND/OR STUDENT LEARNING OUTCOMES	3
PROGRAM NEEDS ASSESSMENT	4
PROGRESS AND REPRIORITIZATION OF RECOMMENDATIONS	4
ADDITIONAL INFORMATION	4
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN INSTITUTIONAL EFFECTIVENESS MASTER PLAN	5
PRIORITIZED RECOMMENDATION FOR INCLUSION IN STUDENT SERVICES MASTER PLAN	5
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN EDUCATIONAL MASTER PLAN	6
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN HUMAN RECOURSE MASTER PLAN	6
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN THE FACILITIES MASTER PLAN	6
PRIORITIZED RECOMMENDATIONS INCLUSION IN INSTITUTIONAL TECHNOLOGY MASTER PLAN	7
ATTACHMENT A	8
LASSEN COMMUNITY COLLEGE MASTER PLAN OVERVIEW	8

EOPS/CARE NIPR 2018-19

Annual Update

Progress Report

Review previous NIPR and/or annual updates. Describe progress made on any recommendations. Describe any changes made within the program.

1. Send staff to conferences/workshops relating to students success and retention. *Ongoing*
 - 4 staff attended the CCCEOPSA Fall conference and the Director and Coordinator attended the Spring training, our Counselor attended the Student Success Conference and Coordinatoar attended the Paraeducator conference.
 - Sent staff to Columbia College to gather and implement improvements for best practices in the area of electronic files and Starfish.
 - Send staff to other community colleges for paperless files training
 - Staff attended trainings throughout the year on mental health awareness, poverty, homelessness and other barriers to student success
2. To provide services that are specifically designed for EOP&S students. Over and Above and in addition to what Lassen Community College offers. *Ongoing*
 - Develop and conduct a new survey for students to assess the needs of current EOP&S students to be completed spring 2019
 - Increase computer lab hours of operation to include evenings and weekends
3. Provide students with current information regarding services available and eligibility determination. *Ongoing*
 - Update information online to accurately reflect program information and services by spring 2017. *Completed but need ongoing updates*
 - Continue to send postcard reminders and e-mails to students via financial aid information. *Each Semester*
 - Utilize the texting option to inform students of EOP&S services and events. *Ongoing*
 - Engage in face-to-face dialog with students *Ongoing*
4. Counsel participants on academic, career and personal issues to facilitate their progress toward successful completion of educational goals. *Ongoing*
 - Based on program requirements and AUOs, students meet three time minimum with the advisor/counselors
5. Increase the number of EOP&S students achieving their educational goals. *Ongoing*
 - Work with students one-on-one to identify and address any barriers preventing them from completion

- Utilize progress reports to focus on areas of needed help
 - Provide workshops
 - Provide field trips to CSU and UC campuses
 - Refer students to the ARC for tutoring
 - Refer students to the Transfer Center
 - Utilize National Student Clearing house data to track EOP&S/CARE students
6. Increase the number of eligible students participating in EOP&S *Ongoing*
 - Provide services to eligible incarcerated population
 - Contact all students identified through financial aid as potential EOP&S eligible
 7. Provide students with Book Services *Ongoing*
 - 121 students utilized the lending library checking out 304 books in spring 2018. 161 students received book vouchers at \$400 per student to purchase required books at the LCC bookstore
 - 99 students utilized the lending library checking out 328 books in fall 2018. 119 students received book vouchers at \$350 per student to purchase required books at the LCC bookstore
 8. EOP&S students will have applied for Financial Aid and have completed files. *Ongoing*
 - Based on program requirements students must apply for financial aid via the BOG or FAFSA.
 - Work closely with the Financial Aid Department to ensure students complete their financial aid process. Currently 55% of fall 2018 EOP&S students have completed financial aid files.
 - Provide ongoing FAFSA outreach and assistance through workshops and one to one advising
 9. Advertise the existence of EOP&S and eligibility requirements for participants. *Ongoing*
 - Update website and include fillable PDF application online – to be completed by end of fall 2016. *Completed but now working on a Perceptive application students can electronically sign. Hope to have up and running Spring 2019*
 - Maintain website to provide accurate and current information.
 - Work with faculty to promote program and services.
 10. Identify recruitment resources on campus and in the community in order to promote EOP&S enrollment. *Ongoing*
 - Flyers are distributed every term.
 - Information is disseminated with financial aid packets.
 - Investigating social media as a means to recruit students.
 - Participate in Lassen College outreach activities such as College Day and Discover Lassen.
 11. Establish orientations for EOP&S students at multiple times and dates so they can get the full benefits of the program services. *Ongoing*
 - Investigating online platform for EOP&S orientation.
 - Last year EOPS developed a different orientation program. Fall 2018 we held a new student orientation with activities, lunch, counseling and advising. Continuing students

received scheduled appointments with the EOP&S Counselor & Student Advisor for individual orientation and educational planning. This streamlined the process and allowed staff to focus on individual student needs while giving our returning students a set meeting that works around their schedule. Students also had less wait time for the counselor.

12. Provide emotional and academic support for students through groups and workshops on topics that address barriers to academic success. *Ongoing*
 - CARE provides monthly training and workshops to help students deal with a broad range of topics.
 - Participate and help plan the annual Region I CARE Conference held in collaboration with five other community college CARE programs in Northern California.
13. Strengthen probability of student retention/persistence through activities designed to increase student self-confidence. *Ongoing*
 - Develop monthly activities/workshops and communication strategies to increase persistence.
14. Maintain an EOP&S/CARE Advisory Committee that represents the various constituencies of the campus and community in order to provide the program with a multitude of perspectives and resources. *Ongoing*
 - Meetings are conducted every fall and spring.
15. Develop EOP&S/CARE website page to Lassen College website. *Completed*
16. Improve access to resources. *In-progress*
 - Explore avenues to utilize Canvas on line tools to improve EOP&S/CARE communication and promote engagement between staff to students and student to student.
 - Collaborate with the Academic Resource Center (ARC) to increase the number of students accessing tutoring services.
 - Explore the possibility of developing and staffing a learning center in the new EOPS/CARE area in collaboration with DSPS and ARC.
 - Weekly meetings with all departments in Base Camp to develop strategies for improving services to students

Administrative Unit and/or Student Learning Outcomes

Note emerging needs based on assessment of AUO and/or SLO. Note any planning or budget changes based on assessment of AUO and/or SLO.

In 2017-2018, all the AUOs for EOP&S were assessed and all achievement targets were met.

1. Progress Report: Target of 50%, actual number – 65%
2. 3 or more Contacts: Target of 50%, actual number - 75%

3. Ed Plan Completed: Target of 50%, actual number – 86%

Program Needs Assessment

Describe new needs that have developed since the previous review. Consider new needs in staffing, equipment, training, facilities, or funding. Make sure to include data sources in the previous item that support emerging program needs.

- Seek additional funding to build the lending library as funding from CCCCCO decreases and/or provide additional technology for students as programs move from books to Online Educational Resources (OER)
- Acquire appropriate secured storage facilities for EOPS/CARE program supplies
- Seek professional development opportunities that will increase the awareness of and sensitivity to barriers (mental health, poverty, homelessness) for student success.
- Explore and develop ways to utilize new student area and create an environment conducive to student success (tutoring, workshops, collaboration, maker space, study groups, innovative learning, and a student safe space) and foster positive learning opportunities.
- Funding and support for the CARE Conference held in collaboration with Region 1 schools.

Progress and Reprioritization of Recommendations

Review the prioritized recommendations in the previous program review. Record outcomes of items in the planning agendas for each section. Note any changes in priority as well as any additions or deletions. Provide updated planning agenda forms for each planning committee. See next page.

See progress report above.

Additional Information

Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.

See progress report above.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan
 EOPS/CARE 2018-19

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Utilization of Qlik for data visualization	Spring 2019	None	Timely data for effective decision making to improve student outcomes

Prioritized Recommendation for Inclusion in Student Services Master Plan
 EOPS/CARE 2018-19

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Staff Training (mental health & Diversity)	18-19 year	\$5000.00	better services to students
	CC Visits – best practices	18-19 year	\$2000.00	Innovative programs and efficiencies
	Lending Library funds	Spring 2019	\$10,000.00	Books for students
	CARE Conference funds	Spring 2019	\$5000.00	Skill building for CARE students and close equity gap for many of our female students

Prioritized Recommendations for Inclusion in Educational Master Plan
 EOPS/CARE 2018-19

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	CG 1 or other cohort/learning community course to teach success strategies to EOPS/CARE students	Fall 2019	FTE generating	Increased success of EOPS/CARE students/Close equity gap for economically disadvantaged students.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan
 EOPS/CARE 2018-19

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Staff Training – diversity, bullying, mental health	18-19	5000.00	Better prepared staff
	Campus Visits – best practices	18-19	2000.00	Innovation and best practices

Prioritized Recommendations for Inclusion in the Facilities Master Plan
 EOPS/CARE 2018-19

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	ADA accommodations (bathrooms, office doors, parking)	Spring 19 and ongoing	\$10,000	Access for all students no matter ability. ADA compliance.
	Power Outlets & Data ports	Spring 19	Inkind – maintenance	Full use of office areas and student spaces – install equipment for information

				kiosks
	Adequate air conditioning	Fall 2019	\$150,000 to install condenser in CA	Safe and effective environment for students and staff for learning and work
	Secured storage	Nov 2018	None	Adequate space for tools and equipment
	Running Water/sink	Fall 2019	\$5000	Hand washing station for health and safety as well as access for safe food handling

Prioritized Recommendations Inclusion in Institutional Technology Master Plan
EOPS/CARE 2018-19

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Update computers and software in lab	Fall 2018	\$10,000	Student computer access and homework assistance

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.