2020-2021

Annual Update

(2020-2021)

LASSEN COMMUNITY COLLEGE
EOPS AND CARE PROGRAM
Brady Reed, EOPS Director/Interim Vice President of Student Services;
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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*
   - Staff attend the CCCEOPSA Fall conference and the Director and Coordinator attend the Spring training.
   - Sent staff to Columbia College to gather and implement improvements for best practices in the area of electronic files and Starfish. *Completed*
   - Sent staff to other community colleges for paperless files training. *Completed*
   - Staff attend virtual trainings throughout the year on mental health awareness, poverty, homelessness and other barriers to student success. *Ongoing.*

2. Provide students with current information regarding services available and eligibility determination. *Ongoing*
   - Update information online to accurately reflect program information and services. *Completed but need ongoing updates*
   - Update flyers and send out via mail or email with link to website and the application. *Spring 2021*
   - 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*

3. Counsel participants on academic, career and personal issues to facilitate their progress toward successful completion of educational goals. *Ongoing*
   - Update AUO's to collect performance based data and improve services. *Annually*
   - Based on program requirements and AUOs, 85% of EOP&S students will meet with staff at least three times each semester and have it documented in CASM.

4. Increase the number of EOP&S students achieving their educational goals. *Ongoing*
   - 50% of continuing students will update their educational plan.
   - 50% of students will complete a progress report.
   - 85% of EOP&S students will meet with staff at least three times each semester and have it documented in CASM.
   - 90% of EOP&S students will have a completed educational plan including

incarcerated participants.
- From baseline data, EOP&S students will persist from one year to the next, and graduate at an increased rate of 5% each year until reaching at least 60% persistence/completion.

5. *Increase the number of eligible students participating in EOP&S Ongoing*
   - Provide services to eligible incarcerated population to extent possible during COVID
   - Contact all students identified through financial aid as potential EOP&S eligible
   - Goal of serving 200 students for the 2020-2021 year

6. Provide students with Book Services *Ongoing*
   - 76 students utilized the lending library checking out 192 books in fall 2019. 105 students received book vouchers at $400 per student to purchase required books at the LCC bookstore
   - 60 students utilized the lending library spring 2020. 108 students received book vouchers at $400 per student to purchase required books at the LCC bookstore

7. 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 62% of fall 2020 EOP&S students have completed financial aid files.
   - Provide ongoing FAFSA outreach and assistance through workshops and one to one advising

8. Advertise the existence of EOP&S, identify recruitment resources on campus and in the community to increase enrollment.
   Ongoing
   - Update website and include fillable PDF application online. *Completed*
   - Maintain website to provide accurate and current information.
   - Work with faculty to promote program and services.
   - Application packets will be sent to eligible students.

9. Establish orientations for EOP&S students at multiple times and dates so they can get the full benefits of the program services. *Ongoing*
   - Online platform for EOP&S orientation. *Implemented*
   - Developed various ways to receive remote orientation tutorial with a quiz on the website. Continuing students received scheduled appointments with the EOP&S Counselor and 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.

10. Provide emotional and academic support for students through groups and workshops on topics that address barriers to academic success. *Ongoing*
    - EOP&S and CARE provide trainings 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.

11. 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.

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 2020-2021, all the AUO's for EOP&S were assessed and revised

- 50% of continuing students will update their educational plan.
- 50% of students will complete a progress report.
- 85% of EOP&S students will meet with staff at least three times each semester and have it documented in CASM.
- 90% of EOP&S students will have a completed educational plan including incarcerated participants.

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.

1. Long-term/future, non COVID

- Seek additional funding to build the lending library as funding from CCCCO 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.

2. Current/Essential
- Acquire appropriate technology to allow students to complete and sign forms.
- Increase access to laptops and hotspots.

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.

Additional Information

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

- o See pages 1-2.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan
EOPS/CARE 2020-2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Meet EOP&S eligibility requirements	Spring 2021		Increase students eligible for program

Prioritized Recommendation for Inclusion in Student Services Master Plan
EOPS/CARE 2020-2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Lending Library funds	Spring 2021	$10,000	Books for students
	CARE Conference funds	Spring 2021	$5,000	Skill building for CARE students and close equity gap for many of our female students
	Software for electronic forms and signatures	Spring 2021	$6,000	Software will give staff/students the ease and ability to complete/sign forms electronically

Prioritized Recommendations for Inclusion in Educational Master Plan

EOPS/CARE 2020-2021

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	Spring 2021	FTE generating	Increase success of EOPS/CARE students/Close equity gap for economically disadvantaged students.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan
EOPS/CARE 2020-2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Staff Training – diversity, bullying, mental health, social justice	Spring 2021	$5,000	Better prepared staff

Prioritized Recommendations for Inclusion in the Facilities Master Plan
EOPS/CARE 2020-2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	ADA accommodations (bathrooms, office doors, parking)	Fall 2021	$10,000	Access for all students no matter ability. ADA compliance.
	Power outlets & data ports	Fall 2021	Inkind - maintenance	Full use of office areas and student spaces – install equipment for information kiosks
	Adequate air conditioning	Spring 2021	$150,000 to install condenser in CA	Safe and effective environment for students and staff for learning and work

				Adequate space for student supplies, tools and equipment
	Secured storage	Spring 2021	none	
	Running water/sink	Fall 2021	$5,000	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 2020-2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Updated lending laptops and hotspots for students	Spring 2021	$20,000	Reduce barriers for student success
	Software for electronic forms and signatures	Spring 2021	$6,000	Software will give staff/students the ease and ability to complete/sign forms electronically

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.