Student Services and Administrative/Operational Annual Program Review and Planning Update Form Fall 2023

BACKGROUND:

Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.

Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.

DIRECTIONS:

This form shall be completed annually by **all** student services programs and administrative/operational offices.

- Programs or offices must submit their Annual Program Review Update form to their manager or dean by 5pm, Monday, November 27, 2023.

- Managers or deans will forward the completed form to the Program Review and Planning Committee Chairs by 5pm, Monday, December 4, 2023.

- Questions or concerns?
  - Committee contacts:
    - Co-chairs Mary Bogan (mbogan@fullcoll.edu) and Bridget Kominek (bkominek@fullcoll.edu)
    - Manager and classified professional representatives on the Program Review and Planning Committee
  - Office of Institutional Effectiveness

SUBMISSION:

Program: EOPS/CARE   Division: Student Support Services   Date: 12/11/2023

☒ We have reviewed our most recent self-study and **have not identified** any significant changes that necessitate resource requests for the upcoming academic year. *(Complete part 1 only)*

☐ We have reviewed our most recent self-study and **have identified** significant changes that necessitate additional resource requests, which are attached in our submission. *(Complete parts 1 and 2)*

Principal Author Signature: _____   Printed Name: Deniz Fierro
Date: Dec 13, 2023

Manager or dean Signature: _____   Printed Name: Gilbert Contreras
Gilbert Contreras (Dec 13, 2023 10:18 PST)
Date: Dec 13, 2023

Part 1: Review of Data

List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year? What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?

1. **Increase the number of EOPS students successfully completing each semester in good standing.**

- 2022-2023: 79.1% of EOPS students were in good program standing.

- Outcomes #1 and #2 are very similar and track EOPS student progress towards and completion of program requirements. We will combine Outcome #1 and #2 to reflect overall EOPS program requirement completion and include metrics like "good standing," "program warning," "program dismissal," etc. Looking at these outcomes wholistically, we can better determine how to identify stopgaps throughout the student journey to increase eligibility for the book award and overall retention within the program.

2. **EOPS will decrease the number of holds for program warning filed for the book service award every semester.**

- Fall 2022: 92 out of 825 (11%) were in Program Warning

- Spring 2023: 108 out of 730 (14.7%) were in Program Warning

- Outcomes #1 and #2 are very similar and track EOPS student progress towards and completion of program requirements. We will combine Outcome #1 and #2 to reflect overall EOPS program requirement completion and include metrics like "good standing," "program warning," "program dismissal," etc. Looking at these outcomes wholistically, we can better determine how to identify stopgaps throughout the student journey to increase eligibility for the book award and overall retention within the program.

3. **EOPS will increase and strengthen partnerships with local high schools and community partners. (This outcome has been met).**

- Types of outreach: general EOPS outreach, collaboration with the Pomise Program, Outreach and Assessment Center events such as Future Hornet Days, New Student Group Advising, Roadshows to different high schools, Jump Start sessions at Fullerton College, and assisting with the Males Achieving Success (MAS) Conference, and Mujeres Achieving Success Conference.

- Increased collaborations with other departments and programs such as Counseling, Food Bank, Umoja, Career and Life Planning Center, Transfer Center, Cadena Center, Workforce Center, Disability Student Services Center, and Financial Aid.

- Additional community collaboration: Samueli Academy in Santa Ana, Orangewood (Foster & Community Youth), ACCESS (Alternative Education).

- 2022-2023 Outreach: 8,287 prospective student connections

4. **(Retired Outcome)**

5. **75% of EOPS students will submit an Academic Progress Report (APR) during each term that they are enrolled in the program.**

- Fall 2022: 71% of EOPS students completed APR

- Spring 2023: 77% of EOPS students completed APR

- Fall 2023:74% of EOPS students completed APR

- EOPS will continue to reevaluate the APR process and gauge if the changes to the APR process, specifically the new self-reporting ability on Canvas.
- A recommended future goal may include identifying the effects of APR appointments on student behavior (i.e. withdraws, course completion) and success rates.

6. **EOPS will partner with the Career Center to offer targeted career exploration workshops followed by MBTI and/or Strong Interest Inventory interpretations and career counseling sessions administered by EOPS Counselors.**

- EOPS targeted workshops were not offered this year due to limited faculty and staff available to coordinate this collaboration. EOPS counselors continue to be available to offer career counseling/interpretation sessions to EOPS students who complete assessments though the career center.
- We will revisit this goal when the EOPS program is fully staffed.

Part 2: Additional Resource Request Reasoning and Support

For each request, complete steps A, B, and C.

Step A: Briefly describe the request.

Step B: Answer the following questions:

1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?
2. How will this additional resource allocation specifically enhance your program's services, activities, processes, etc. to continue or improve student learning and achievement?
   - Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program or office growth, or increased demand.
3. How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program's goals for improvement, as stated in your last program review?

Step C: Complete this chart with details of the request:

Type of Resource	Requested Dollar Amount	Potential Funding Source It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		

Other		
Total Requested Amount:		

EOPS_SS Annual Program Review Update Form 2023

Final Audit Report   2023-12-13

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