



# Glendale College EOPS and CARE Programs

Board of Trustees Meeting, October 19, 2009

- EOPS-40<sup>th</sup> Anniversary 1969-2009
- Senate Concurrent Resolution #34, Denise Ducheny

- EOPS - California Ed Codes, The Intent of the Legislature
- EOPS Program's Achievements Statewide

- History of Glendale College EOPS
- Establishment of Glendale College CARE

- EOPS and CARE Programs and Services
- EOPS Student Success Data

- Increased Use of Technology
- Enhanced Student Services

- Celebrating Student Success
- Acknowledgements
- Appendix



# Extended Opportunity Program Services

40 Years of Modeling Program  
and Student Success



40<sup>th</sup> Anniversary



## Senate Concurrent Resolution No. 34 Amended in Senate July 1, 2009

### LEGISLATIVE COUNSEL'S DIGEST

**SRC 34, Ducheny. Community colleges: extended opportunity programs.**

**This measure would designate the month of October 2009 as Extended Opportunity Programs and Services Month to honor the mission and purposes of the Extended Opportunity Programs and Services.**

**WHEREAS**, in the California Community Colleges system the Extended Opportunity Programs and Services (EOPS) was established in 1969 to initiate access and retention efforts for first-generation, low-income, educationally disadvantaged, and historically underrepresented students; and

**WHEREAS**, EOPS has served over 2,500,000 students at 110 campuses of the California Community Colleges, and these students have made a positive impact on the business, economic, educational, and cultural fabric of the State of California; and

**WHEREAS**, EOPS provides academic and transitional support services for nearly 110,000 students and these services ensure educational access and justice, financial and academic support, opportunities to attain a college degree, and strategies that enable community college students to transfer to baccalaureate institutions; and

**WHEREAS**, EOPS has provided dynamic and innovative services in early outreach programs serving hundreds of thousands of potential EOPS applicants and summer bridge learning communities, and community building efforts that retain program students who impact the larger campus communities; and

**WHEREAS**, The Cooperative Agencies Resources for Education (CARE) Program was added in 1982 to expand services for welfare-dependent, single-parent EOPS students, and CARE has provided higher education access and supportive services, such as counseling, book services, tutoring, peer support, child care, transportation, school supplies, classes, and other activities addressing the special needs of 160,000 low-income, single-parent students; and



# Extended Opportunity Program Services

40<sup>th</sup> Anniversary



## Senate Concurrent Resolution No. 34

Amended in Senate July 1, 2009

**WHEREAS**, EOPS and CARE are successful programs that bring hope, vision, guidance, and activism to underserved communities, that heighten the awareness of educational pathways and sociocultural opportunities, and that invest in developing the leaders of tomorrow; and

**WHEREAS**, EOPS trains, develops, and produces expertise in faculty and staff, thus enhancing the quality of services, organizational structures, and research on low-income, first-generation, and historically underrepresented students; and

**WHEREAS**, EOPS has successfully developed local partnerships among community-based organizations, public agencies, legislative institutions, universities, and kindergarten and grades 1 to 12, inclusive, public school systems; and

**WHEREAS**, EOPS ensures a diverse and representative voice for thousands of community members whose goal is to participate in and enrich the public education of California; now, therefore, be it

**Resolved** by the Senate of the State of California, the Assembly thereof concurring, That the Legislature hereby expresses its congratulations and appreciation to the California Community Colleges Extended Opportunity Programs and Services, for its historic and continued success in realizing the intent of landmark legislation, and the vision of the California Master Plan for Higher Education, in attaining educational equity goals and objectives; and be it further

**Resolved**, That the Secretary of the Senate transmit copies of this resolution to the governing board of each community college district in the state.

## 40 Years of Modeling Program and Student Success



“The Legislature hereby expresses its congratulations and appreciation to the California Community Colleges Extended Opportunity Programs and Services, for its historic and continued success in realizing the intent of landmark legislation, and the vision of the California Master Plan for Higher Education, in attaining educational equity goals and objectives.”



**Celebrating 40 Years of Student and Community Colleges Success**

**The California Education Code, Article 8, Section 69640 states:**

*•It is the intent of the Legislature that the California community colleges recognize the need and accept the responsibility for extending the opportunities for community college education to all who may profit there from regardless of economic, social, and educational status. It is the intent and purpose of the Legislature in establishing the Community College Extended Opportunity Programs and Services (EOPS) to encourage local community colleges to establish and implement programs directed to identifying those students affected by language, social, and economic handicaps, to increase the number of eligible EOPS students served, and to assist those students to achieve their educational objective and goals, including, but not limited to, obtaining job skills, occupational certificates, or associate degrees, and transferring to four-year institutions.*

•**EOPS** was an attempt to correct a long history of educational neglect for disadvantaged people. In 1969, Senator Alfred Alquist introduced Senate Bill 164 which sought to encourage California Community Colleges to develop programs and services which were over , above, and in addition to the regular educational programs of the college. SB 164 had as its purpose the provision of “facilitation of student participation in the educational pursuits of the college.” 110 colleges have established EOPS on their campuses.

•**CARE** – Cooperative Agencies Resources for Education was established as a statewide program in 1982 as a supplemental component of EOPS to educate, support and empower dependent single parents to transition from public assistance to self sufficiency.



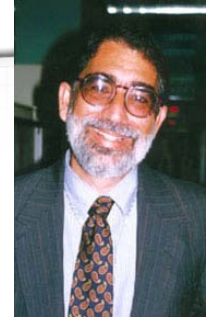
**Celebrating 40 Years of Student and Community Colleges Success**

***EOPS statewide has been a role model for development of various programs within the college, and has proven to be accountable in producing statistically significant outcome measures, and has evidenced high levels of persistence, retention, and transition. Students served by the program – in spite of their educational and economic disadvantages achieve at the same or higher rates than their college non-EOPS classmates. This has been possible through the “over and above” support provided by this significant categorical program. We have been very successful in developing comprehensive services to meet the needs of our colleges’ unique disadvantaged students and provided these services in an accountable, efficient, and effective manner.***

Historically the EOPS program statewide has been a model for community colleges for providing such student services as:

- Tutoring
- Assessment
- Recruitment
- Priority Registration
- Basic Skills Instructional Services
- Transfer and Job/Career Transition Services

At its inception, the EOPS program statewide has mandated these services as its minimum program standards.



## 34 years of Supporting Glendale Community College Students

The EOPS was established at Glendale College to promote student access. Since its inception, under a strong leadership, the EOPS support services have continued to improve and expand to accommodate increasingly large number of students seeking program's services.

### •**Jose Mercade-EOPS Director 1975-1980**

- Establishment of EOPS Program
- Foundation of Tutorial Center
- Introduction to High School Recruitment

### •**Ray Reyes-EOPS Director 1980-1990**

- Introduction of First Ethnic Studies Courses
- Advocacy for Strong EOPS Program Funding

### •**Vicki Washington-EOPS Director 1990-2008**

- Evening Child Care
- CARE Program for Single Parents
- Expansion of High School Recruitment
- Book Voucher Program

### •**Elmira Nazaryan –EOPS Interim Director 2008-current**

- Advancement in Use of Technology



## Extended Opportunity Program Services



### 40<sup>th</sup> Anniversary 1969-2009

#### 34 years of Supporting Glendale Community College Students

- The Glendale College EOPS has made a commitment to providing educational access through outreach and recruitment for current and potential GCC students that face language, social, academic and economic challenges. The EOPS supports students while they go through the process of personal and educational growth. The program guides and assists students with a development of their educational and career plans, academic excellence, graduation and transfer to four year institutions. We are here to empower our college students to take a responsibility for their own future while recognizing the importance of being a contributing member of our society.
- EOPS provides support services to students who demonstrate the potential to succeed in higher education. The program provides quality services to support students to successfully meet their educational challenges. The EOPS program sets high standards and requires adherence to the Student Mutual Responsibility contract that outlines program expectations. It requires hard work, persistence and perseverance. The program offers a variety of services that may include, but are not limited to:
  - Academic counseling
  - Priority registration
  - College orientation (Student Development 100 course)
  - Student Educational Plan (SEP)
  - Tutoring
  - Financial support: book services, grants, loans, and work study
  - CARE program services



# Extended Opportunity Program Services



**EOPS-34 years of Supporting Glendale Community College Students**

**CARE-16 years of Supporting Glendale Community College Students**

On September 1, 1993 the Chancellor's office approved a Cooperative Agencies Resources for Education (CARE) project allocation for Glendale College EOPS.

The goal of CARE is to reduce a long term welfare dependency and support the educational needs of the single parent for economic self-sufficiency.

Services provided include- advisement, referrals to appropriate social and student services, workshops, transportation, book vouchers, grants, and meal cards (new).







# Student Services Provided by GCC EOPS

- Counseling Services: Required Counseling Visits
- Tutoring

- Priority Registration
- Financial Assistance: Book Vouchers-Grants-Emergency Loans

- College Orientation – Student Development 100 *NOW ONLINE*
- Improving College Performance – Student Development 141

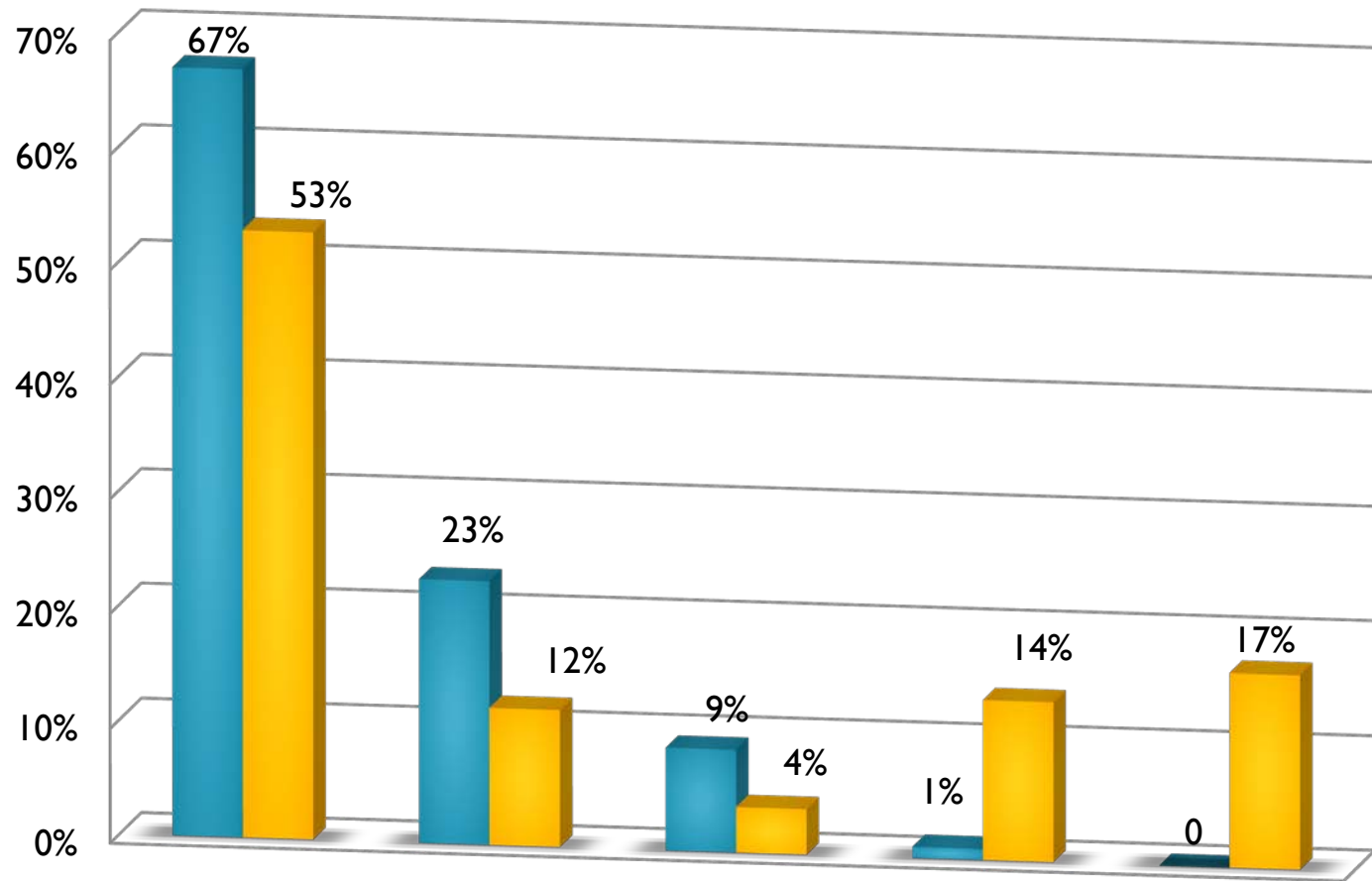
- Success Workshops: Various Topics
- FAFSA: Web Enhanced Workshops provided jointly with the Financial Aid Office

- Comprehensive Student Educational Plan
- Study List by Term

- University Application Fee Waivers
- EOPS Work Study



# Educational Goal Comparison Chart

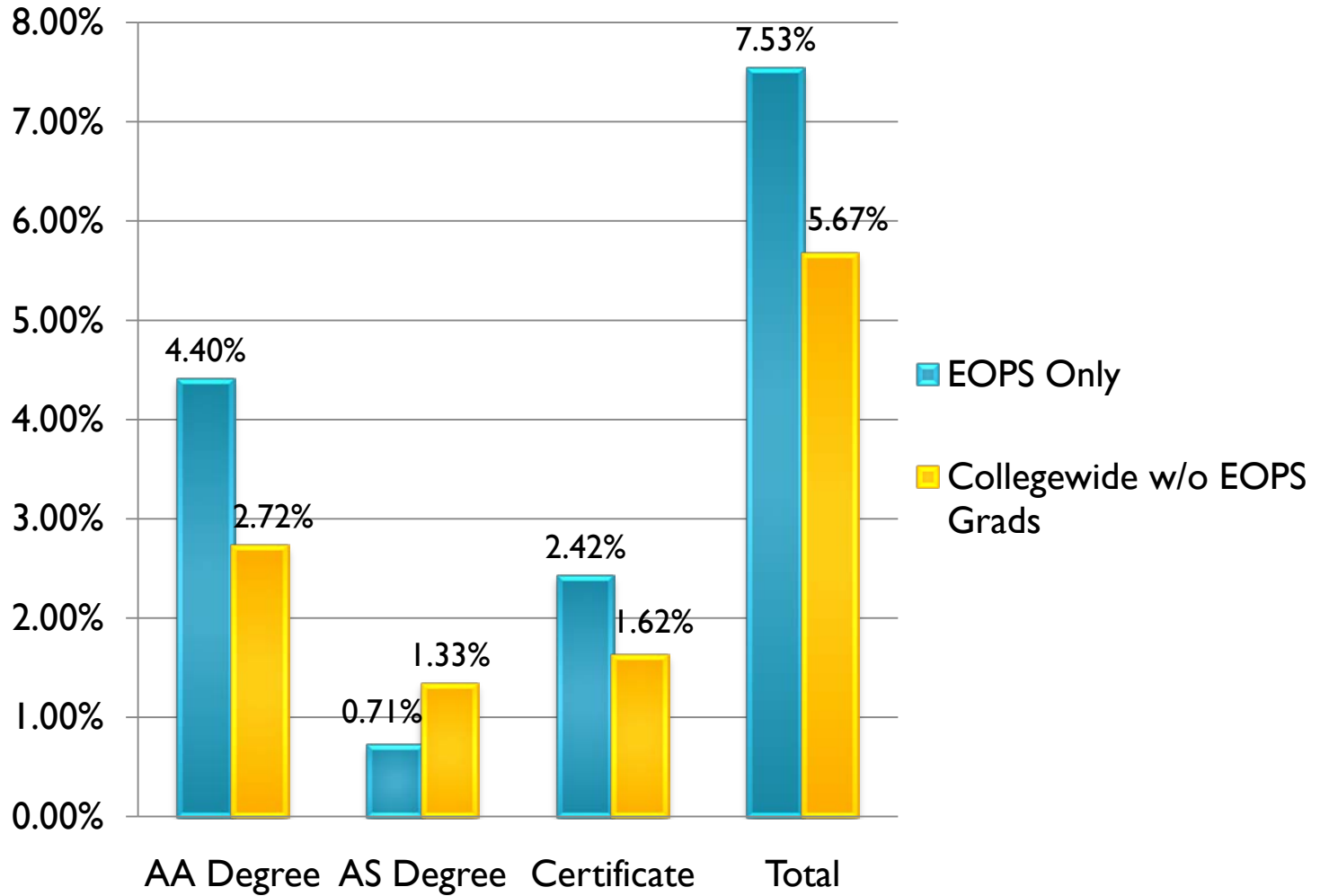


	Transfer	AA without Transfer	Vocational Degree/Certificate	Undecided	Other
■ EOPS	67%	23%	9%	1%	0
■ Collegewide	53%	12%	4%	14%	17%

Source: Glendale Community College Campus Profile 2009 (Appendix)



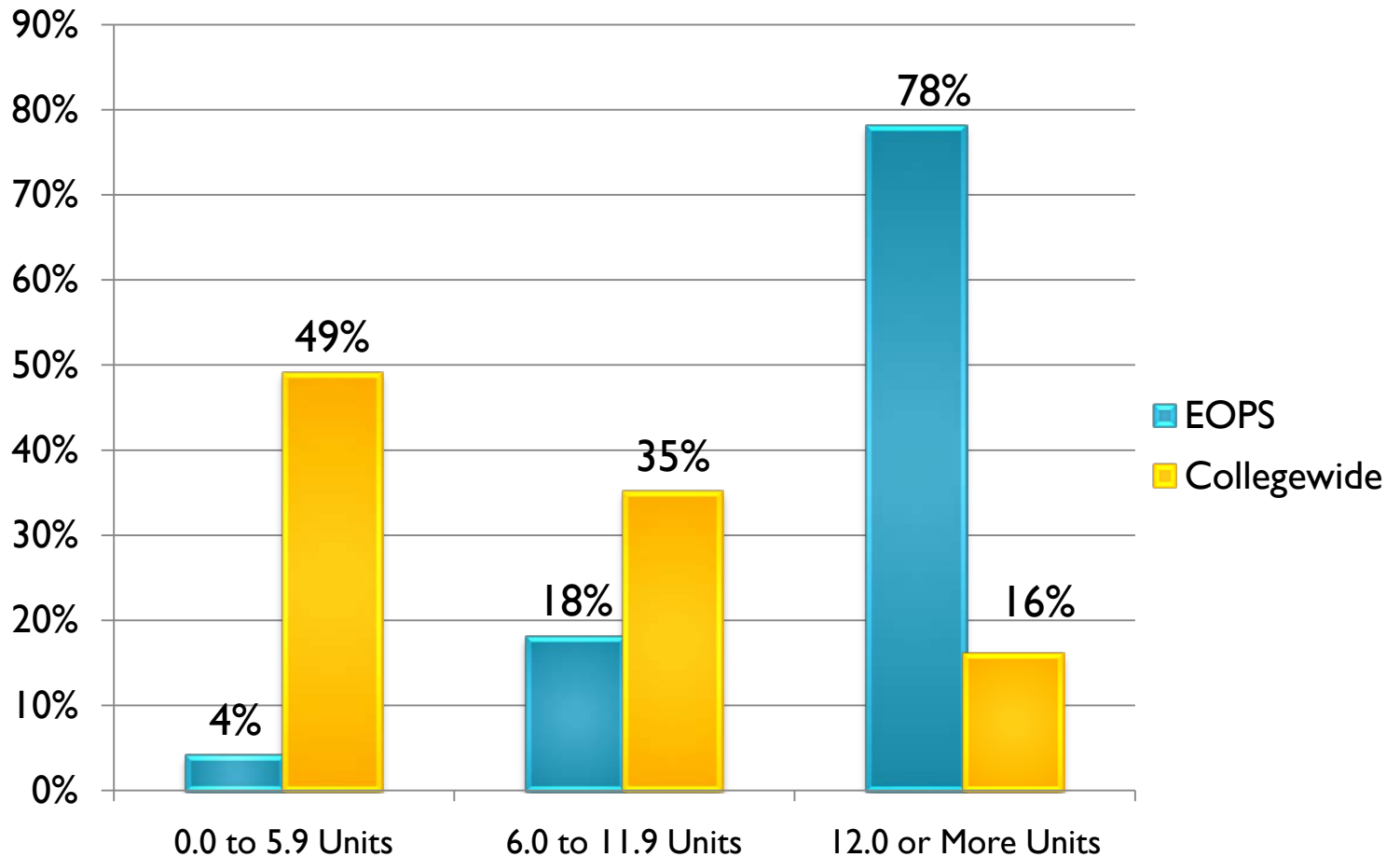
# Grads 2008 Comparison Chart



Source: Glendale Community College Campus Profile 2009 and EOPS Data (Appendix)



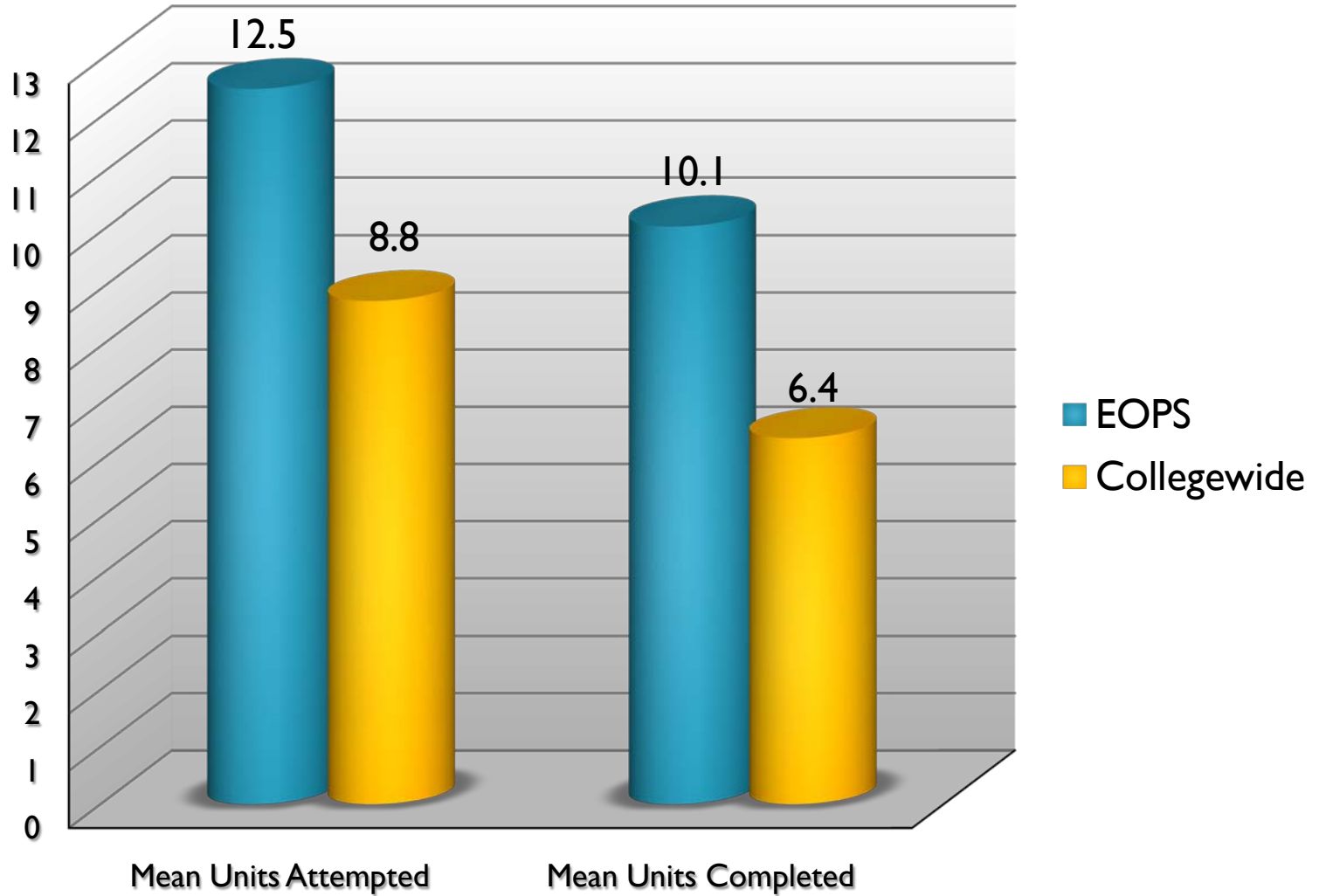
# Unit Load Comparison Chart



Source: Glendale Community College Campus Profile 2009 (Appendix)

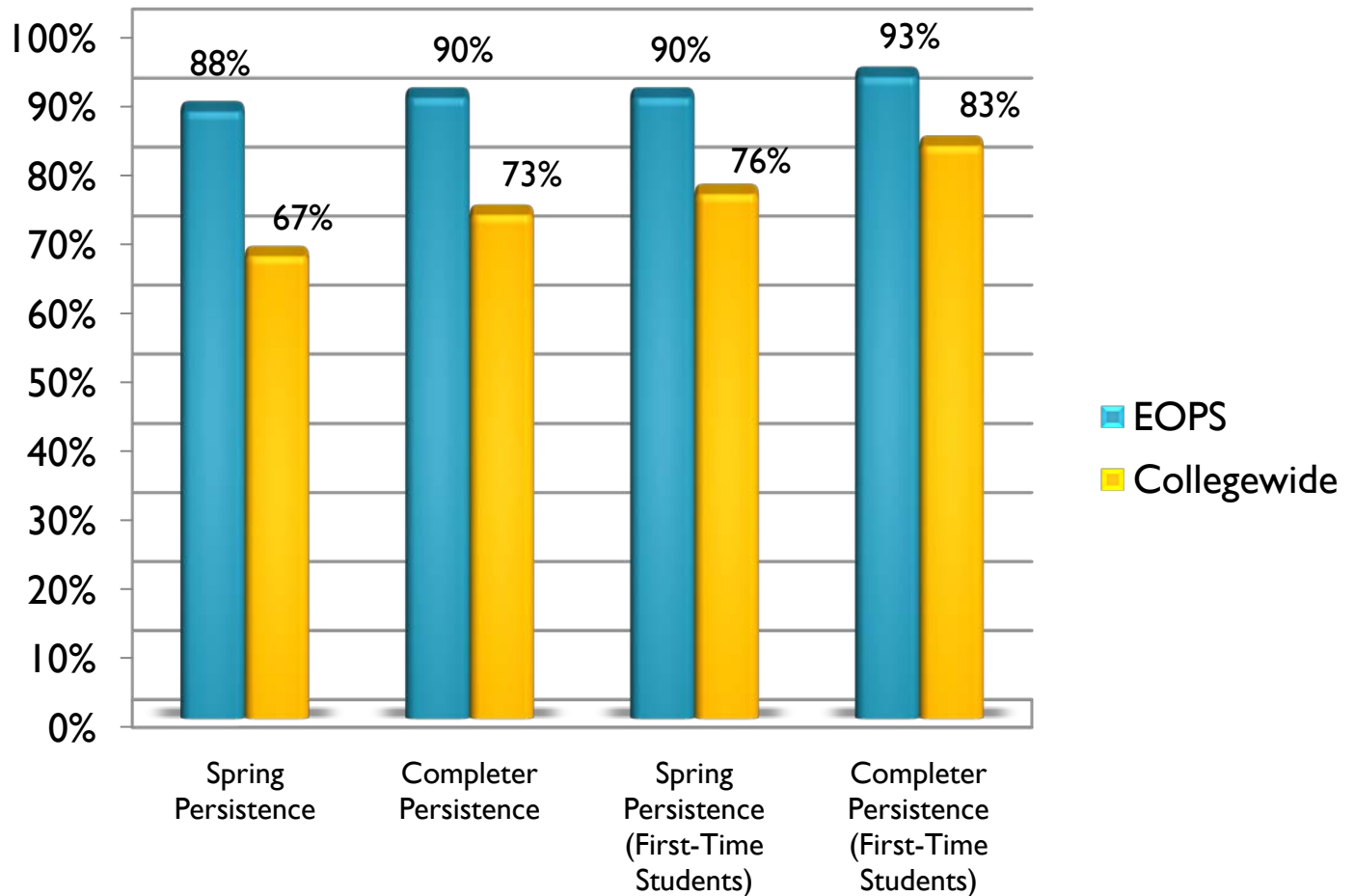


# Mean Units Comparison Chart



Source: Glendale Community College Campus Profile 2009 (Appendix)

# Persistence Comparison Chart



**Spring Persistence:** The percentage of Fall 2007 students persisting to Spring 2009

**Completer Persistence:** The percentage of Fall 2008 students completing more than zero units who persisted to Spring 2009

Source: Glendale Community College Campus Profile 2009 (Appendix)



# MOVING FORWARD WITH TECHNOLOGY

1

- **[Automated Student Record Tracking with SARS.TRACK \(click to open\)](#)**

2

- **[Student E-mail System - Pilot Project \(click to open\)](#)**

3

- **[Customized EOPS and CARE Award Notification \(click to open\)](#)**

4

- **[On-line EOPS Application-New \(click to open\)](#)**

5

- **[Electronic Student File System - Pilot Project \(click to open\)](#)**

6

- **[College Orientation Course-Now On-line \(click to open\)](#)**

# AUTOMATED STUDENT RECORD TRACKING

## SARS-TRAK Features:

- Supports an unlimited number of concurrent users per school
- Shared data enhances student services
- Appointment scheduler
- Announcement of student appointments and drop-in visits
- Automated appointment notification sent to counselors. Example, "Your 2:00 p.m. appointment has arrived."
- A notice of each student's drop-in visit is immediately posted and visible on all computer stations within a service area
- Used as a chat tool for staff: Ex. "May I have John Doe's file, please?"
- SARS Call-messages sent via phone line
- Statistical reports generated showing specific data on:
  - Service location and date, reason for visit, time spent in each service area
  - Service provider's name
  - Unduplicated student count per service area and more....

## Future Plans:

- Integrate with People Soft
- Be able to retrieve accurate reports on three counseling contacts per specified criteria for MIS reporting



WELCOME TO EOPS AT GCC

Check Lab Attendance Totals CLEAR

Please scan your ID card or enter your GCC ID or press F9 for other options.

7 8 9  
4 5 6  
1 2 3  
0 BACK SPACE  
ENTER  
F9

Students Currently Waiting: 2

Date: 10/12/2009  
Time: 7:04 PM

Page: 1  
Location: EOPS

### Unduplicated Count of Students Report

08/24/2009 - 10/12/2009  
Counselor: ALL

Marked Yes  Not Marked  
 Marked No  Cancellations

Unduplicated Count	
Drop-Ins Only	883
Appointments Only	609
All Contacts	1,320





# GCC STUDENT E-MAIL SYSTEM

POWERED BY Google

## EOPS pilots the new Glendale College student email system

### Benefits of Using Student Email System

- Cost Effective
- Environmentally sound
- Enhanced communication with students
  - Frequent and topic-specific messages
  - Fast Delivery-almost instantaneous
  - Secure-no more lost mail
  - Easy to use
  - Interactive
    - Quick access to documents and web surfing
    - Email attachments
    - Links to specific websites
    - Secure document storage capability with Google Docs
- Twitter for short messages-used for brief announcements and reminders



Click here

FOLLOW US ON TWITTER



click here

Back to menu





# CUSTOMIZED EOPS AND CARE AWARD NOTIFICATION ON STUDENT PORTAL

**MyEOPS** page provides EOPS students with customized information on:

- **EOPS and CARE Book Voucher Award by Term**
  - Award amount, eligibility status, and direct access to e-book voucher
- **EOPS and CARE Grant Award by Term**
  - Award amount and eligibility status-New



## MyEOPS

3

**TEST STUDENT**

**GCC Home** **MyGCC Info** **WebCT** **What's New In MyGCC** **Schedule Of Classes** **Classes Not Meeting** **Library Databases** **Traffic & News** **Weather** **Feedback** **Logout**

**\*\*\* NEW - Get your Registration Appointment online. Choose 'my registration appointment' from the list below and click 'Go'. Then choose the correct semester you wish from the list on the right and click 'Go' again.**

EOPS/CARE  2009-2010

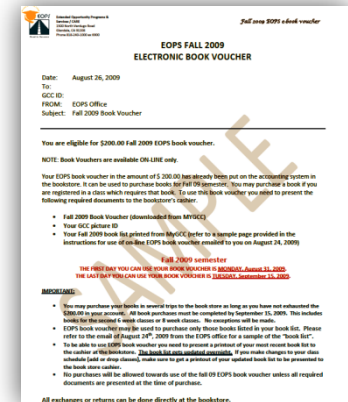
EOPS financial assistance may be available to EOPS students who in addition to meeting all EOPS program eligibility requirements are financially eligible to receive these services. The determination is based on individual student's financial aid award and the remaining financial need as determined by the Financial Aid Office. Students must have completed all financial aid forms and requirements and have received their Financial Aid Award Notification for remaining need to be determined. CARE students must meet additional CARE program eligibility requirements to qualify for CARE financial support. All EOPS/CARE awards are contingent upon EOPS/CARE Program funding availability.

Below we have summarized your current EOPS/CARE award status based on information provided by the EOPS Office of Glendale Community College. If you still have questions about your EOPS/CARE award status, contact the EOPS Office directly.

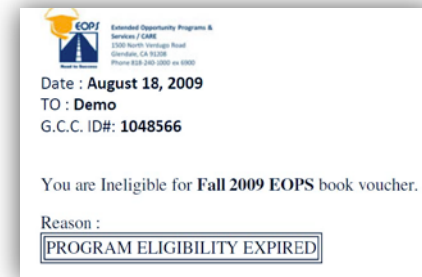
**EOPS Book Voucher** [EOPS Book Voucher Eligibility Criteria](#) [GCC Bookstore Hours](#)

Fall 2009	Winter 2010	Spring 2010	Summer 2010
\$200.00	\$0.00	\$0.00	\$0.00

© 2001-2008 Glendale Community College [Request Information](#) [Webmaster](#)

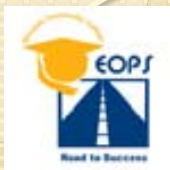


Sample of E-Book Voucher



Sample of E-Book Voucher Ineligibility Message

Back to menu



# ON-LINE APPLICATION FOR EOPS ADMISSIONS

The New EOPS Application is in a Portable Document Format (PDF.)

Fill-in PDF forms are:

- Recognizable to Users
- Easy to Use
- Accessible



## Advantages of Using an Online Application

- Streamlines EOPS admissions process
- Saves students' time
- Improves access
- Versatile –offers students various options for use
  - Web based fill-in format
  - Print then fill-out format
  - Hard copies available in the office
  - Web based application is designed to mirror the hard copy-ensures uniformity-same application for all users





# ELECTRONIC STUDENT FILE SYSTEM

## Currently the system is in a pilot stage Advantages of Using Electronic Student Database

- Access to up-to-date information
- Increased safety and easy access to individual or group student data
- Multiple users –simultaneous access
- Secure and controlled access
- Improved data entry and accuracy
- Reduced data redundancy
- Allows for mass storage and easy data retrieval
- Increased consistency
- Enhanced follow-up with improved methods of data collection and analysis
- **Future Plans:** Sync with Student Data Base-PeopleSoft



Microsoft Access 2007

DEMO : Database (Access 2007) - Microsoft Access

Home Create External Data Database Tools Acrobat

Extended Opportunity Programs and Services  
CARE

STUDENT INFORMATION SCREEN

Student ID: 1234567 EOPS File Status: ACTIVE  
Student Name: TEST STEUDENT Exit Date:  
Student Email: test.student@student.alendata.edu Exit Reason:  
Date of Acceptance: 2/19/2008  
EOPS Contract Date: 2/19/2008  
Revised Contract Date:  
Educational Goal: AS DEGREE  
Major: ACCOUNTING  
CARE Student:  
CSD Status:  
ACE: Date  
MASTER: Date  
Scholars Program:  
Athlete:  
Probation Status:  
Comments:  
SD 100 CLASS INFO  
SD 100 Class: YES  
SD 100 CR-NR: Credit  
SD 100 Completion Date: 6/14/2008  
SD 100 Instructor Name: POLET DER HOVANESSIAN  
EOPS WAIVER INFO  
EOPS Waiver Date:  
EOPS Waiver is Prepared by:  
EOPS Waiver Status:  
EOPS Waiver Through:  
EOPS W Approval Reason:  
EOPS Waiver Denial Reason:  
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Record: 1 of 1 No Filter Search





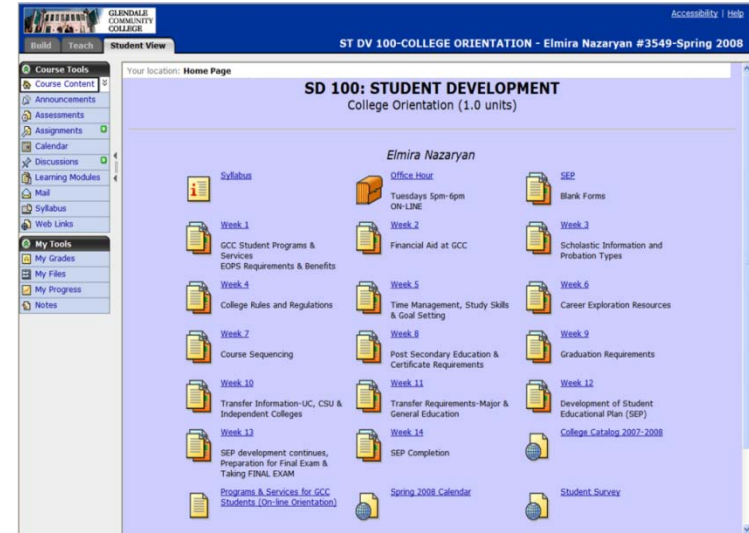
# ON-LINE COLLEGE ORIENTATION CLASS

## Student Development 100-College Orientation EOPS Requirement

### Topics Covered:

- Glendale College Programs and Services
- EOPS Services and Benefits
- Financial Aid at Glendale College
- Scholastic Information
- College Rules and Regulations
- Time Management, Study Skills and Goal Setting
- Career Assessment and Exploration Resources
- Course Sequencing
- Post Secondary Education
- Glendale College Certificate and Graduation Requirements
- Transfer Information and Requirements
- Preparation of Individual Student Educational Plan (SEP)

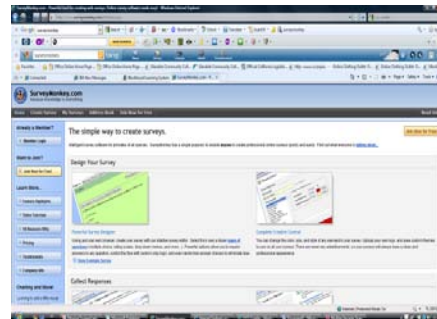
### On-line Tools



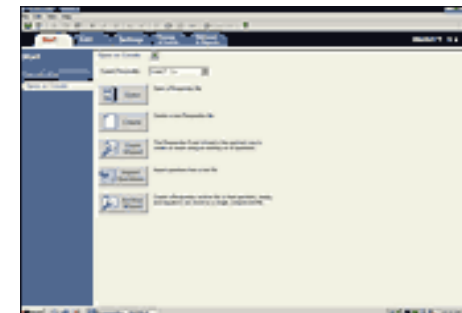
Blackboard Learning System



CCC Confer



Survey Monkey



Respondus  
VERSION 4.0

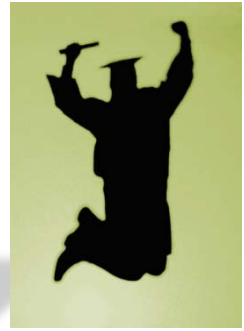


Back to menu





# Extended Opportunity Program Services



Overview 40<sup>th</sup> Anniversary

Yesterday - 1969

Today - 2009

brighter Tomorrow...

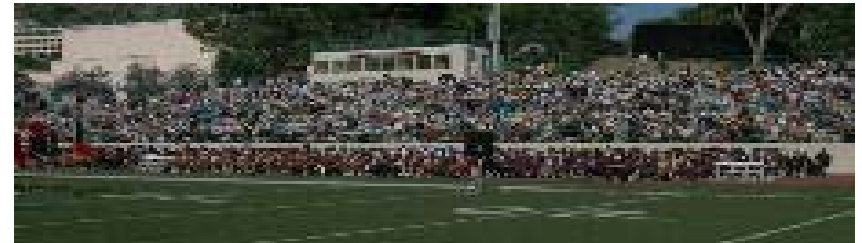


*"Education is simply the soul of society as it passes from one generation to the next."*

*Anonymous*



# Glendale College Students On Their Way To Fulfilling Their Dreams



Slideshow Media Credit: Richard Kontas

# Families and Friends Celebrate Students' Achievements



Slideshow Media Credit: Richard Kontas



# Families and Friends Celebrate Students' Achievements





# Dreams And Hopes Are Very Much Alive



*“The obstacles of today can become the gateways to new beginnings and brighter tomorrow.”*

*Anonymous*



# Extended Opportunity Program Services



40<sup>th</sup> Anniversary

*“We have an obligation and a responsibility to be investing in our students and our schools. We must make sure that people who have the grades, the desire and the will, but not the money, can still get the best education possible.”*

*Barack Obama*

*“With the changing economy, no one has lifetime employment. But community colleges provide lifetime employability.”*

*Barack Obama*





*Extended Opportunity Program Services*



*40<sup>th</sup> Anniversary*

## **ACKNOWLEDGEMENTS**

*The Glendale College EOPS thanks our college students and staff for their invaluable input that helped us improve our student support services.*

*Our special thanks go to all individuals who worked closely with us and kindly provided guidance, support tools and encouragement. This support and collaboration have enabled us to enhance our services, streamline the program operations and improve the quality of essential services provided to Glendale College EOPS and CARE students.*



# Extended Opportunity Program Services



40<sup>th</sup> Anniversary

## APPENDIX

### Grads 2008 Comparison Chart

	AA	AS	Certificate	Total
EOPS	80	13	44	137
GCC- minus EOPS	394	193	235	822

GCC Students	14483
EOPS Students	1820
GCC Students First Time	2732
EOPS Students First Time	395

### Persistence Comparison Chart

Completers	
EOPS	1737
GCC	13426

No numbers for persistence

### Unit Load Comparison Chart

	EOPS %	EOPS #	GCC %	GCC #
0 - 5.9	4%	72	49%	7988
6 - 11.9	18%	328	35%	5706
12 and More	78%	1420	16%	2609
		<b>1820</b>		<b>16303</b>

Source: Glendale Community College Campus Profile 2009