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EXTENDED OPPORTUNITY PROGRAMS AND SERVICES (EOPS)

Staffing and program management
EOPS are provided by certificated directors, instructors and counselors and other support staff employed by the governing board of the community college district. All staff funded by EOPS who are not supervised by the EOPS Director shall be accountable to the EOPS Director for services rendered to EOPS students pursuant to the approved EOPS program plan.

Title 5 lists specific EOPS Director and Counselor qualifications, which are taken into account during the hiring process.

Documentation and data collection system
EOPS program staff uses home-grown EOPS Student Data Management System to document student eligibility, program admission, eligibility for various services, program standing, to monitor student's progress, collect, analyze, and report student data. Various data sets are shared with students via student portal. These include student application, program standing, data on counseling meetings, and EOPS financial services.

EOPS advisory committee
EOPS conducts joined EOPS and CARE annual advisory committee meetings. The Advisory Committee includes representation from college personnel, EOPS students, local or feeder high schools, community and business sector, and four year colleges where possible.

Full time director
As required, EOPS employs a full-time EOPS director to directly manage and/or coordinate the daily operation of the programs and services offered, and to supervise and/or coordinate the staff assigned to perform EOPS activities.

Program Eligibility Criteria

To qualify for EOPS program students must meet all the eligibility criteria below:

1. Be a resident of California as determined by GCC Admissions and Records Office, or be exempt from paying non-resident tuition pursuant to section 68130.5 of the Education Code
2. Be enrolled in 12 or more units when accepted into the program. **NOTE**: Foster Youth students (9+ units); DSPS students (6+ units with DSPS counselor verification). EOPS program may accept up to 10% of admitted students with 9 units as needed.
3. Not have completed more than 70 units of degree applicable credit course work in any combination of post-secondary higher education (college/ university).

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4. Have received a California College Promise Grant (CCPG) A, B, or C (with 0 EFC).
5. Meet **ONE** of the following disadvantaged criteria:

- Registered in English or Math below the level required for the associate degree at GCC, or registered in ESL. *NOTE*: A placement into GCC graduation or transfer level English or Math with support units designated with a (+) also meets this criterion (Example: Math 30+, Math 90+ and English 101+).
- Not have graduated from HS or obtained the General Education Diploma (GED).
- Graduated from HS with a GPA below 2.5.
- Been previously enrolled in remedial education courses in HS or college (transcripts or IEP must be presented for verification).
- First generation college student (neither parent has earned a Bachelor's degree).
- Member of college identified underrepresented group: (African-American/Black, American-Indian/Alaskan Native, Asian/Pacific Islander, and Hispanic/Latino).
- The current or former primary language spoken in the student's home is non-English.
- The student is current or former foster youth.

Student responsibility requirements

To be in good standing with EOPS, students must:

1. Complete at least six units each semester as a new or continuing EOPS student.
2. Meet with an EOPS counselor to establish their educational goal and develop a comprehensive Student Educational Plan (SEP).
3. Make progress toward their educational goal by closely following their SEP. If placed on probation, students must follow their EOPS probation contract terms and conditions.
4. Meet with EOPS counselors or designated EOPS advisors at least three times each semester and one time during each intersession, if registered. Using student portal, students must monitor their counseling contact record and their program standing with EOPS.
5. Meet all the requirements listed in the EOPS Academic Standing Report presented to students as a To Do List.
6. Enroll consecutively every semester until they reach their educational goal. Attendance during the short sessions is not required.
7. Apply for state and/or federal financial aid and provide all the necessary income documentation as required by the financial aid office.
8. Successfully complete the Student Development 100 (St. Dv. 100) within two terms of acceptance into the program.

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9.   Set up GCC student email account. Read EOPS emails and website information frequently for updates on program policies and services.
10.   Participate in the advising workshops, group counseling, basic skills instruction, transfer services, career and employment services, supplemental instruction (SI) and tutoring as recommended.
11.   Notify the EOPS office of any changes in their class schedule, name, address, or telephone number.
12.   Authorize the EOPS program to share their book voucher information, including student's name, student ID, student email address, and the book voucher amount with the bookstore for the purposes of expediting and monitoring the EOPS book services.
13.   Authorize the release of information to EOPS from other programs and services, on and off campus, for the purposes of determining their eligibility for the program, and monitoring their academic progress.

Recruitment and Outreach Services
EOPS collaborates with Glendale College Outreach office to inform potential EOPS students about EOPS services and admission process. EOPS contacts incoming GCC students via email informing them about EOPS services and benefits, and inviting them to apply. EOPS publicizes program admission via GCC website. The program offers presentations about EOPS to HS Counselors and NCR GCC staff and students. EOPS also makes presentations for various faculty and student groups on campus. As part of the outreach process, EOPS counseling faculty teach College Orientation year-round informing potential EOPS students about the program benefits and requirements, and guiding them through the program admission process.

Assessment, advising, orientation services and registration assistance
Potential EOPS students follow the college's self-guided Placement Procedures to assess their proper levels of English/ESL and Math. Once students join EOPS, academic counselors review the placement recommendations, interpret the results for students, review their registered list of courses and recommend adjustments as needed. Per state guidance, the college provides priority enrollment services for EOPS students to allow early enrollment in the courses recommended by their EOPS counselor, which also appear on their education plan developed with the counselor.
As part of the orientation services, EOPS counseling faculty teach College Orientation course to familiarize potential EOPS students with EOPS program services; financial benefits and student responsibilities; college rules and regulations; other on and off campus student services, career planning, graduation and transfer requirements, and a development of the student's individualized comprehensive educational plan.

Additionally, EOPS counseling faculty offer small group workshops to new EOPS students informing them about the EOPS program services, benefits and student responsibilities. EOPS also offers online program orientation.

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Basic skills instruction and tutorial assistance
EOPS recommends basic skills instruction to EOPS students who, on the basis of placement and counseling, need such services to succeed in reaching their educational goals. EOPS faculty teach a basic skills course, Improving College Performance and Study Skills, which includes instruction on time management, study skills methods, test taking strategies, and academic support services. EOPS students are also referred to take NCR courses to supplement their credit coursework on as needed basis.
EOPS in collaboration with the Learning Center offers EOPS students additional in-person tutoring hours using an EOPS referral from.

Counseling and retention services
EOPS provides counseling and advisement to EOPS eligible students of at least three contact sessions per semester, and one contact session per short term (if registered) for each student as follows:

1.   **Initial Meeting session:**

        New Students: Initial meeting session, which combines interview and interpretation of the guided self-placement results. With counseling guidance, students identify their informed goal and major to help prepare a comprehensive student educational plan (SEP). To be optimally beneficial to EOPS students, the Educational Plan includes a sequenced road map of all courses agreed upon by both the student and counselor necessary to meet the student's educational needs and goals. Students will also learn about the EOPS mutual responsibility contract terms and sign the document. It specifies programs and services the student shall receive and the expectations of the EOPS program regarding student accomplishments and responsibilities. Students on probation will have additional specialized counseling and a plan of action delineated in the Probation Contract that intends to improve student's chances of success.

        Continuing Students: Assessment of the student's academic and EOPS program standing, which includes a review of the academic record from the previous term. Review of the student's Educational Plan to ensure it accurately reflects the most recent adjustments in the student's goal and major.

2.   **In-term meeting session** is to ensure the student is succeeding adequately, programs and services are being provided effectively, and to plan changes as needed to enhance student success. Review of the early alert academic notifications for that term, as well as Academic Work-in-Progress reports completed by instructors for students on probation. In collaboration with students, counselors prepare tailor-made recommendations and develop a course of actions for students to ensure their success.

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3. **Term-end or program exit meeting session** is to assess the success of students in reaching the objective of that term and to monitor the success of the programs and services provided in meeting the student's educational goal, i.e. transfer, degree and/or certificate, and to assist students to prepare for the next term of classes, or to make future plans if students are leaving the EOPS program or the college.

As part of the retention services, students' progress is monitored by the program on a regular basis. Students receive email notifications about missing items in their EOPS file and incomplete program requirements. Counselors establish students' EOPS academic progress based on students' progress towards their academic goal and course completion per SEP. Students on probation have additional requirements to follow outlined in their probation contract mutually developed with their counselor. At the end of each semester EOPS program determines student's program standing based on:

- EOPS Academic Standing;
- Completed Counseling Contacts;
- Completed Units;
- EOPS Program Standing. Students have access to their Program Standing Report through the student portal.

EOPS provides guidance to students on how to access that information and how to interpret it. The program standing guide is available through the EOPS website.

Career employment services
Students who need additional career exploration services, in addition to working one-on-one with EOPS counselors researching their potential career match, students are referred to the Career Services office for various career assessments paid by the EOPS program. Once the student receives career assessments, they follow up with EOPS counselors to identify the best matching career objective and develop a new Student Educational Plan to match the selected goal and major.

EOPS works closely with the GCC's Career Services office and encourages students to attend job fairs, career workshops, and look for a job on or off campus to help improve their job skills. EOPS also hires student employees.

Transfer Services
EOPS coordinates its activities with the transfer center to provide services to EOPS students, such as helping students to complete university transfer applications, recommendations for EOP at CSUs and other special programs requiring recommendations. EOPS counselors educate students about transfer requirements and help them complete a petition for graduation with transfer degrees. Additionally, EOPS offers students university application waivers for up to 4 UCs and 4 CSUs. Counselors may also write an application fee waiver requests for private universities, as needed.

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Direct aid
Financial assistance in the form of EOPS grant is awarded to EOPS eligible students for the purpose of reducing potential student loan indebtedness, or to reduce unmet financial need, after PELL grants and other state, federal, or institutional financial aid has been awarded to the student. EOPS director establishes awarding policies and authorizes EOPS awards to eligible EOPS students. Information about requirements to be considered for grant is available in the Mutual Responsibility Contract. The awarding policy is published on the program website under Grant Eligibility Criteria. Once EOPS determines the eligible students, the list is forwarded to the Financial Aid office for disbursement of EOPS grants. EOPS grants are awarded for each primary term.

Establishment of objectives to achieve the goals in implementing extended opportunity programs and services
Each year EOPS outlines program objectives and lists program goals through the District's Program Review process. Additionally, EOPS provides proposed program plan to the Chancellor's Office, which includes the number of students planned to be served, proposed budget and its allocation for various program services, the program accomplishments and updates. The program plan includes a detailed operating budget based on that year's allocated funds and the required district contribution determined by the Chancellor's Office.

Review and evaluation of the programs and services and submission of related reports
EOPS submits to the Chancellor's Office quarterly MIS and Student Success reports regarding the services provided and the number of students served for program evaluation and budget allocation purposes. All plans and requests for funding are submitted by the established deadlines and evaluated by the Chancellor. The Chancellor approves program plans for funding for each academic year.

<u>References</u>:
- Education Code Sections 68130.5; 69640-69656;
- Title 5 Sections 56200 et seq.

Adopted: 6/8/21