



California Community Colleges

Program Plan for Extended Opportunity Programs and Services 2023-24

Instructions

Each college’s EOPS program shall submit an annual program plan to the Chancellor’s Office as required in Title 5 section 56272. In conjunction with the Program Plan, EOPS programs are also required to submit a completed Budget Plan in SSARCC.

Program Plan Due Date: December 8, 2023

Required Action

Please answer the questions below and submit them by December 8, 2023 to ssarcc-eops@cccco.edu. Electronic signatures are acceptable.

1. College: Glendale Community College

2. EOPS Minimum Program Standards & Activities

Per Title 5 Section 56230, colleges are required to employ a full-time EOPS Director. Please indicate the status of the EOPS Director by checking the appropriate box.

Director Status

Full-Time EOPS Director

Part-Time EOPS Director

If you indicated that you have a part-time EOPS Director, briefly describe the reason for your waiver request and the resulting problem caused if the request is denied:

3. Students Served

Number of EOPS students planned to be served in 2023-24: 1933+



California Community Colleges

4. Long-Term EOPS Goals

In July 2018, new legislation was passed requiring districts to adopt college-level performance goals that are aligned with the [Vision for Success](#). Briefly state two long-term goals for the EOPS program that align with these local goals.

Goal 1: Ensure that EOPS students complete their program objectives with as few units

Goal 2: Encourage non-transfer students to earn associate degrees and certificates.

5. Short-Term EOPS Objectives and Activities

Title 5 Section 56272 requires each college to report on the objectives and activities to be undertaken in the fiscal year for which EOPS funds are allocated. Use the space below to report annual objectives and the activities that will be undertaken to achieve the objectives.

Beginning spring/summer 2023 EOPS program has increased the recruitment efforts to bring back the number of students that were lost during the pandemic. Our goal is to increase the number of students served through EOPS programs, thus increasing the number of GCC students achieving their academic goals of completing certificates, graduating, or transferring to 4-year institutions.

For fall 2023 we have admitted 58% more students than last fall. Our goal is to be able to continue to serve such a large group of students with sufficient counseling and classified professional staff. Our college has offered a retirement incentive to everyone who retires beginning June 24 through December 24. There are several EOPS members who will be retiring. This information will become available in February. There is a lot of work that the program needs to do to ensure that EOPS successfully operates during this time. We need to organize classified staff and counselor training for transfer of knowledge, an internal reorganization and hiring of classified and counseling staff to ensure that the program is successful during and after this transition.

The 2023-2024 budget will include reorganization of staff and hiring counseling adjuncts. We plan to offer maximum amount through financial benefits to students via EOPS grants, book vouchers, emergency loans, CARE and NEXTUP grants, university application waivers, transportation gas cards, vendor cards, and student laptops.

This year, we hope that we can acquire a new space for foster youth students in the new building that will be opened on campus this year to create homely comforts for our foster youth.

Although we refurbished our technologies last year, we will review EOPS staff's technology needs and make sure that we are up to speed and have the staff needs met for technology needed to perform their job duties.

We are also planning an in-person graduation event and are hoping that many EOPS students can attend the event with their family. Students will receive graduation caps and gowns to wear at the graduation ceremony. We believe it will encourage them to attend the GCC commencement ceremony. Most students who choose not to attend the graduation ceremony report that it is because of the cost of the graduation regalia.

Our goal is to maintain the variety of service modalities we have created for students in addition to in-person services. This includes online and in-person instruction, counseling, and staff support. This includes phone and emails, and online student support comprehensive services.



California Community Colleges

6. Year-End Report for Prior Year (2022-23)

Please provide a brief narrative of your program accomplishments in 2022-23, including but not limited to the following information:

- Program objectives achieved
- Advisory Committee involvement
- Outreach efforts
- Workshops and class offerings
- Student success
- Student awards/scholarship acknowledgements
- Special program successes
- Overall program evaluation

Program Objectives Achieved:

In spring 2023 GCC EOPS, as all other EOPS programs statewide received NEXTUP funds to implement a new program for foster youth at GCC. In addition to implementing this program, we worked closely with our Student Equity program to streamline the services for foster youth students and bring the Guardian Scholars program under the EOPS umbrella to serve all foster youth students through EOPS. Although these foster youth programs have different requirements and budgets, at GCC we have made a decision that it is best for students to know that all foster youth students can call EOPS office their main counseling and services center. As a student-centered program, we have revised our EOPS admission application to have one application for EOPS and Foster Youth programs (NEXTUP and Guardian Scholars), thus simplifying the admission process and ensuring that students won't have to go through multiple applications to apply for all programs they are eligible for. The updated EOPS admission application includes information for EOPS staff to determine student eligibility for EOPS/CARE/NextUp/Guardian Scholars programs. In addition, we have collaborated with the Financial Aid office to receive a permission to view foster youth related data to help us determine which program students would be eligible for. With this, we no longer need to ask students to provide additional foster youth information for program admission. This has expedited the process of program admission and the start of services. The very first semester we received funds for NextUp, students were recruited, served, and provided with not only counseling, but also financial support. Although there is a lot of work that the staff does behind the scenes, students' experience is seamless and efficient. We have also taken a proactive approach and reorganized internally by assigning foster youth program duties to a counselor and a classified staff member who could regularly monitor student success, reach out to students and keep a record of NextUp and Guardian Scholars students and services provided.

Advisory Committee involvement:

EOPS has been an actively involved in region-wide advisory committee meetings.

Outreach Efforts:

Beginning summer 2023 EOPS program has increased the recruitment efforts to bring back the number of students that were lost during and post pandemic years.

Workshops and class offerings:

EOPS counselors have continued to offer online workshops and student development courses (college orientation and improving college performance) online. The attempts were made to offer some of these sessions in-person, but students continued to choose the online option. The majority of EOPS counselors have a certification to teach online, so it did not pose any issues for EOPS to offer online sessions and classes. Over 524 students completed these courses in 22-23.

Student Success:

Although, EOPS was only 10% of college student population in 22-23, a large number of GCC graduates, over 17%, were EOPS students. The majority of EOPS graduates in 22-23 earned an associate degree-over 76% and 23% of all EOPS graduates have earned certificates. Of all who earned a degree 54% transferred to university.

Student Awards/Scholarships:

In 22-23, EOPS has awarded over 1.3m in EOPS grants and book vouchers. This year, EOPS has awarded an EOPS scholarship to a student in the amount of \$600. This scholarship was created in memoriam of an EOPS counselor through contribution of private funds from all EOPS staff, and the counselor's family, as well as other GCC colleagues. The EOPS scholarship recipients are acknowledged in the EOPS newsletter, EOPS graduation event, and GCC wide scholarship banquet.

Special Program Success:

In addition to all the above, EOPS has created new Share Point applications to enhance program operations and student services.

These include: 1. Appointment scheduling system that allows students to submit appointment request online 24/7 and get appointment confirmation from EOPS staff via email; 2. Student Book Voucher Eligible List that is easily shared with the bookstore to allow for effective collaboration between EOPS and bookstore staff to view the EOPS eligible student lists that are updated regularly, and accurately monitor students' use of EOPS book voucher funds; 3. Student Support Requests application that allows students to submit their questions to EOPS anytime 24/7 online. We have programmed the system to direct student questions to a specific staff member directly responsible for the area of expertise the question is addressing. For example, if students' questions are about their book voucher eligibility, a staff member responsible for assessing student's eligibility for book voucher, will receive the questions and will be expected to respond asap. Our student response timeline is normally less than 24hrs. The EOPS director has access to all copies of students' communications and can reassign staff as needed; 4. EOPS Graduation List to allow EOPS staff collaboration in developing and monitoring the graduation list to better prepare for the cap and gown purchases for the graduation event, and data collection for graduating/transferring student numbers; 5. Potential EOPS Student List. This project was created to help with EOPS outreach efforts and has proven to be an essential tool for EOPS; 6. Online EOPS Appeal. This tool replaced electronic PDF appeals with an online easy to complete form. It also gives the director an opportunity review the appeal, approve or deny and reply to students via email notification providing all the needed details. All staff members have access to view the student's appeal status, so they can follow up with students as needed; 7. EOPS NextUp and Guardian Scholars List of students that includes information for each program and student eligibility. This allows various staff members to have the necessary information as they are working with foster youth students for program admissions, Fin Aid, MIS, etc., to accurately monitor the student information.

Overall Program Evaluation: EOPS program has worked tirelessly to meet GCC EOPS/CARE/NextUp/Guardian Scholars students' needs and has successfully met that goal.



California Community Colleges