

Program Review Template - EOPS/CARE - 2024 Cycle Latest Version

Student Services (1) - Program Description First Submission: Version by Aldrich, Christine on 12/10/2024 18:05

a) Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?

Extended Opportunity Programs and Services (EOPS)

EOPS was established in 1969, amidst the struggle for civil rights and racial equality. Students and community activists held demonstrations to protest the under-representation of minorities and low-income students in higher education. In response to the social and political pressure, the state of California passed Senate Bill 164 and amended the Title V regulations, to authorize community colleges to develop Extended Opportunity Programs and Services for supporting economically and educationally disadvantaged students in the community college system. EOPS encourages enrollment, retention, graduation, and transfer of students.

The EOPS program provides services to students who: 1) are residents of California or qualify for the AB540 exemption waiver, 2) enrolled in a minimum of 12 units* for Fall and Spring, and 3) units for Summer term, 3) have not completed less than 70-degree applicable units, 4) demonstrate financial by qualifying for a California Promise Grant, and 5) have an educational need in one of the following areas: a non-high school graduate, high school graduate with GPA below 2.5, prior enrollment in remedial courses, and other factors as determined by the EOPS/CARE/NEXTUP Director and EOPS/CARE/NEXTUP Coordinators.

Cooperative Agencies Resources for Education (CARE)

CARE was established in 1982 as a vital supplemental component of EOPS. CARE is a state-funded program designed to provide educational and career services and activities for academically underprepared students receiving cash aid assistance. The CARE program provides services to students who: 1) meet EOPS eligibility requirements, 2) are current recipients of TANF (cash aid) for themselves and/or dependent children, 3) at least 18 years of age, and 4) are single head of household.

NEXTUP

NEXTUP, formerly known as Cooperating Agencies Foster Youth Educational Support (CAFYES), is a supplemental component of the EOPS program that supports current and former foster youth. The NEXTUP program provides services to students who are: 1) current or former foster youth in California whose dependency was established on or after their 13th birthday and must provide documentation of foster youth experience, 2) working towards enrollment in 9 units or more at the time of acceptance, and 3) no older than 26 years of age at the time of acceptance into the NEXTUP program. It is our mission to provide students with the resources and tools needed to be successful at the college level by providing support services that are in addition to those provided by EOPS.

As a comprehensive program, EOPS is driven by a philosophy of providing services that are "over and above, and in addition to" services available to all EOPS/CARE/NEXTUP students. Necessary support and retention activities were developed to include specialized counseling services, priority registration, new student orientations, transfer assistance, grants, university application fee waivers, transportation assistance, educational supplies, graduation cap/gown, EOPS/CARE/NEXTUP spring banquet, early academic intervention, EOPS/CARE/NEXTUP workshops, meal vouchers, weekly educational supplies, and other services which are not provided to the general college population. EOPS strives for innovative and creative ways to enhance and encourage student's academic success and excellence while fostering the student's personal growth and development.

Mission statement. The mission of Compton College is to be a "welcoming and inclusive environment where diverse students are supported to pursue and attain student success. Compton College provides solutions to challenges, utilizes the latest techniques for preparing the workforce, and provides clear pathways for completion to programs of study, assists with transitioning to a university, and securing living wage employment."

EOPS/CARE/NEXTUP contributes to the mission at Compton College by maintaining a high level of support to students who are challenged by language, social, and economic barriers and are educationally disadvantaged. EOPS/CARE/NEXTUP program provides students with comprehensive counseling services that promote certificates, degrees, and/or transfers to a four-year university. Students meet with an EOPS/CARE/NEXTUP counselor three times a semester to ensure they are on track toward obtaining their educational and professional goals. Students are expected to complete their program of study within 70 units unless they are in a high-unit major. If a student is in a high unit major, they will not be penalized and can continue to be in the EOPS/CARE program to complete their career or educational goal.

The EOPS/CARE/NEXTUP program at Compton College assists in supporting the mission, values, and vision of the college by offering services for students that are aligned with the Strategic Initiatives as noted in the following sections:

Strategic Initiative 1. Improve recruitment, enrollment, retention, and completion rates for our students: Outreach and Recruitment is provided to increase the number of Compton College students who enroll in the EOPS/CARE/NEXTUP program. EOPS/CARE/NEXTUP Student Service Advisors conduct classroom presentations, orientations, application clinics, information/recruitment sessions, field trips, one one-on-one case management services to our NEXTUP students, tabling, CRM Alerts, and guide students towards other resources on and off campus.

The EOPS/CARE/NEXTUP program has developed close relationships on and off campus to target the first-generation, low-income, and educationally disadvantaged student population. The EOPS/CARE/NEXTUP counselors are integral to the success of the EOPS/CARE/NEXTUP program at Compton College because they have fostered strong counseling relationships with the students we serve.

EOPS/CARE/NEXTUP students meet with their counselor to access their educational plans and set short/long-term educational and career goals. EOPS/CARE/NEXTUP counselors guide students in finalizing their major and goals to prepare a tailor-made Comprehensive Student Educational Plan (CSEP). Students enroll in courses based on their CSEP. Students meet with an EOPS/CARE/NEXTUP counselor three times in the fall and spring semesters to ensure additional services are provided for students to succeed. The EOPS/CARE/NEXTUP program monitors student success throughout the fall and spring semesters to ensure students are maintaining their academic rigor and continuing to meet their objectives toward their educational and career goals.

Strategic Initiative 2. Support the success of all students to meet their education and career goals: EOPS/CARE/NEXTUP strengthens quality education and support services by promoting student success. EOPS/CARE/NEXTUP provides counseling support – EOPS/CARE/NEXTUP counselors provide academic, career, vocational, and personal counseling services to EOPS/CARE/NEXTUP students. EOPS/CARE/NEXTUP counselors create Student Educational Plans, which include abbreviated and comprehensive student educational plans to assist and track students with their academic and career goals.

Orientation. New students accepted into the program must complete an orientation with the EOPS/CARE/NEXTUP Student Services Advisors or another EOPS/CARE/NEXTUP support staff to ensure students understand the program and their responsibilities as students. Students also must review and sign a Mutual Responsibility Contract, which outlines the rights and responsibilities of students in the program.

University Visits. The EOPS/CARE/NEXTUP program works closely with the transfer center to encourage students to attend university field trips, meet with university representatives, and attend transfer-related workshops. The purpose of this service is to introduce students to the university setting, and encourage, and motivate them to consider transferring to a university. The EOPS/CARE/NEXTUP Director and Counselors work closely with the Transfer Counselor to schedule specific dates for university representatives. EOPS/CARE/NEXTUP Counselors have established strong working relationships with representatives from Cal State Long Beach, Cal State Dominguez Hills, Cal State Northridge, and Cal State Los Angeles. Furthermore, the EOPS/CARE/NEXTUP Counselors work closely with students to enroll in major preparation courses for transfer. EOPS goes "over and above and in addition to" by providing EOPS fee waivers for university applications. EOPS/CARE/NEXTUP provides a total of four fee waivers which can be used for UCs, CSUs (California State University), and Private Institutions.

EOPS/CARE/NEXTUP CRM Advise Early Alert. EOPS/CARE/NEXTUP Student Services Advisor monitors the student's academic progress for EOPS/CARE/NEXTUP students in CRM Advise. During the second contact students meet with an EOPS/CARE/NEXTUP counselor to review their academic progress in each of their courses. Students not making satisfactory progress are notified by the EOPS/CARE/NEXTUP Student Services Advisor who works directly with the EOPS/CARE/NEXTUP counselors to implement a solution.

Strategic Initiative 3. Support the success of students by using technology: EOPS/CARE/NEXTUP provides online student support services. EOPS/CARE/NEXTUP offers the opportunity to meet with a staff/counselor virtually via Cranium Café, Cranium Café classrooms, zoom, and through the chat function. EOPS/CARE/NEXTUP counselors discuss information about certificate pathways, degree attainment (AA/AS) program, and information about transfer admissions requirements, referrals to other programs and services, EOPS/CARE/NEXTUP contact deadlines, appeal updates, workshop information, hours of operation, and EOPS/CARE/NEXTUP application follow-up questions. EOPS/CARE/NEXTUP counselors facilitate online counseling appointments and workshops.

Strategic Initiative 4. Offer excellent programs that lead to degrees and certificates in Allied Health and Technical Fields: EOPS/CARE/NEXTUP provides Student Educational Plans and career guidance to students pursuing Career Technical Careers (CTE) at Compton College. EOPS/CARE/NEXTUP counselors collaborate with CTE Guided Pathways Counselors to ensure students are on the right path towards certificate and degree completion. EOPS/CARE/NEXTUP provides workshops and information sessions on career upward mobility specifically designed to increase awareness and knowledge of potential Careers/Majors.

Strategic Initiative 5. Establish partnerships in the community and with the K-12 schools: EOPS/CARE/NEXTUP continues to develop and enhance partnerships with schools, colleges, universities, businesses, churches, and community-based organizations to respond to the workforce training and economic development needs of the community. An important EOPS/CARE/NEXTUP component for building access to higher education includes the recruitment of students from the community and local feeder high schools. Outreach involves working with local community and city resources to develop a mutual understanding between various agencies. The EOPS/CARE/NEXTUP program has an Advisory Committee that meets twice a year to enhance relationships with the campus, local high schools, transfer institutions, and business and community-based organizations.

b) Describe the student population served by the program using data. Please note the source of the data. If necessary, please contact the Office of Institutional Effectiveness to obtain data.

The Office of Institutional Effectiveness has developed a Student Services Metrics Tool that includes demographic data for students served by the EOPS, CARE, and NEXTUP programs. The student population in these programs consists of economically, socially, and educationally disadvantaged individuals. These students are often including first-generation college attendees, low-income, those who qualify for the AB540 waiver exception, foster youth, recent high school graduates, adult re-entry students, returning college students, and parents receiving cash aid assistance.

EOPS

The data below shows the EOPS program serves a higher percentage of Hispanic/Latinx females than Black/African American females over the last five years. This closely matches the gender breakdown of Compton College students. The program also consists of 75% females and 23% males, the highest age groups are between 20-24 (35%) and 25-35 (34%).

CARE

The data below shows the CARE program overwhelmingly served 98% female students over the last five years. This is not surprising considering the eligibility criteria (pregnant, having children under 18, or being under 18 and head of household). Interestingly, there are more Black/African American students in CARE than Hispanic/Latinx. The highest age group is 25-35 (67%).

NEXTUP

The NEXTUP program was implemented in the fall of 2023. The data shows there are more Black/African American participating in the program than Hispanic/Latinx. The program consists of 76% female and 23% male, and the highest age group is 20-24.

EOPS - Ethnicity

Academic Year	Ethnicity	n	%
2020-2021	Black or African American	101	28.6%
	Hispanic or Latino/a/x	218	61.8%
	Native Hawaiian or Pacific Islander	4	1.1%
	Unreported or Unknown	28	7.9%
	White	2	0.6%
	Total	353	100.0%
2021-2022	Black or African American	95	31.3%
	Hispanic or Latino/a/x	185	60.9%
	Native Hawaiian or Pacific Islander	1	0.3%
	Unreported or Unknown	21	6.9%
	White	2	0.7%
	Total	304	100.0%
2022-2023	Asian	1	0.3%
	Black or African American	145	40.2%
	Hispanic or Latino/a/x	190	52.6%
	Native Hawaiian or Pacific Islander	1	0.3%
	Unreported or Unknown	21	5.8%
	White	3	0.8%
Total	361	100.0%	
2023-2024	Asian	2	0.5%
	Black or African American	173	47.8%
	Hispanic or Latino/a/x	228	62.4%
	Native Hawaiian or Pacific Islander	1	0.2%

Unreported or Unknown	26	6.0%
White	5	1.1%
Total	435	100.0%

EOPS/CARE - Ethnicity

Academic Year	Ethnicity	n	%
2020-2021	Black or African American	224	7.8%
	Hispanic or Latino/a/x	204	3.5%
	Unreported or Unknown	4	8.7%
	Total	461	100.0%
2021-2022	Black or African American	246	0.0%
	Hispanic or Latino/a/x	143	5.0%
	Native Hawaiian or Pacific Islander	1	2.5%
	Unreported or Unknown	1	2.5%
Total	401	100.0%	
2022-2023	Black or African American	466	5.7%
	Hispanic or Latino/a/x	162	2.9%
	Native Hawaiian or Pacific Islander	1	1.4%
	Unreported or Unknown	6	8.6%
	White	1	1.4%
Total	701	100.0%	
2023-2024	Black or African American	476	1.0%
	Hispanic or Latino/a/x	202	6.0%
	Unreported or Unknown	10	13.0%
	Total	771	100.0%

EOPS/CARE/NEXTUP - Ethnicity

Academic Year	Ethnicity	n	%
2023-2024	American Indian or Alaska Native	1	2.9%
	Black or African American	185	2.9%
	Hispanic or Latino/a/x	123	3.3%
	Unreported or Unknown	3	8.8%
Total	341	100.0%	

EOPS - Gender

Academic Year	Ethnicity	n	%
2020-2021	Female	265	75.1%
	Male	80	22.7%
	Unreported or Unknown	8	2.3%
	Total	353	100.0%
2021-2022	Female	226	74.3%
	Male	73	24.0%
	Unreported or Unknown	5	1.6%
	Total	304	100.0%
2022-2023	Female	254	70.4%
	Male	100	27.7%
	Unreported or Unknown	7	1.9%
	Total	361	100.0%
2023-2024	Female	282	64.8%
	Male	146	33.6%
	Unreported or Unknown	7	1.6%
	Total	435	100.0%

EOPS/CARE - Gender

2020-2021	Female	459	7.8%
	Unreported or Unknown	1	2.2%
Total		461	100.0%
2021-2022	Female	401	100.0%
	Total		401
2022-2023	Female	689	7.1%
	Male	1	1.4%
	Unreported or Unknown	1	1.4%
Total		701	100.0%
2023-2024	Female	759	7.4%
	Male	1	1.3%
	Unreported or Unknown	1	1.3%
Total		771	100.0%

NEXTUP - Gender

Academic Year	Gender	n	%
2023-2024	Female	267	6.5%
	Male	8	23.5%
	Total	341	100.0%

EOPS - Age Group

Academic Year	Age Group	n	%
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2020-2021	19 or less	55	15.6%
	20-24	125	35.4%
	25-35	120	34.0%
	36-49	30	8.5%
	50+	19	5.4%
	Unreported or Unknown	4	1.1%
	Total	353	100.0%
2021-2022	19 or less	54	17.8%
	20-24	90	29.6%
	25-35	110	36.2%
	36-49	32	10.5%
	50+	14	4.6%
	Unreported or Unknown	4	1.3%
	Total	304	100.0%
2022-2023	19 or less	72	19.9%
	20-24	115	31.9%
	25-35	103	28.5%
	36-49	46	12.7%
	50+	21	5.8%
	Unreported or Unknown	4	1.1%
	Total	361	100.0%
2023-2024	19 or less	82	18.9%
	20-24	137	31.5%
	25-35	130	29.9%
	36-49	54	12.4%
	50+	28	6.4%
	Unreported or Unknown	4	0.9%
	Total	435	100.0%

EOPS/CARE - Age Group

Academic Year	Age Group	n	%	
2020-2021	20-24	6	13.0%	
	25-35	31	67.4%	
	36-49	6	13.0%	
	50+	2	4.3%	
	Unreported or Unknown	1	2.2%	
	Total		46	100.0%
2021-2022	20-24	6	15.0%	
	25-35	21	52.5%	
	36-49	12	30.0%	
	50+	1	2.5%	
	Total		40	100.0%
	2022-2023	19 or less	1	1.4%
20-24		7	10.0%	
25-35		39	55.7%	
36-49		22	31.4%	
50+		1	1.4%	
Total			70	100.0%
2023-2024	19 or less	1	1.3%	
	20-24	7	9.1%	
	25-35	43	55.8%	
	36-49	24	31.2%	
	50+	2	2.6%	
	Total		77	100.0%

NEXTUP - Age Group

Academic Year	Age Group	n	%
2023-2024	19 or less	7	20.6%
	20-24	21	61.8%
	25-35	6	17.6%
	Total	34	100.0%

c) Describe how interaction with the program helps students succeed or meet their educational goals.

Several program factors help contribute to the success of students meeting their educational goals in the EOPS/CARE/NEXTUP program. The following is a list of examples:

EOPS/CARE/NEXTUP Counselors. The EOPS/CARE/NEXTUP counselors are instrumental in guiding student success and ensuring students meet their educational goals. Counseling is the most important component of the program. Students in the EOPS/CARE/NEXTUP program must declare their educational goals within the first two semesters of the program.

EOPS/CARE/NEXTUP counselors help students declare their educational goals and plan their courses accordingly. Students can work towards achieving a certificate, degree, and/or transfer to a four-year university. Students must meet with an EOPS/CARE/NEXTUP counselor three times a semester. The three meetings consist of the following:

- **First counseling contact.** This time is used to assess the student's educational needs, and goals, and create a comprehensive educational plan.
- **Second counseling contact.** Counselors review student's academic progress in their second counseling contact and assist with any intervention or resources as needed.
- **Third counseling contact.** Students meet with counselors to ensure the student will complete the semester, review their current student educational plan, make schedule edits as needed for the following term, and assist students with priority registration.

EOPS/CARE/NEXTUP Team. The personalized approach that our staff, faculty, student workers, and Director provide EOPS/CARE/NEXTUP students is another factor attributed to student success within our program. There is a strong connection that the staff members have with the students we serve. We genuinely care about their success and want them to achieve their

goals. For example, students often come into the EOPS/CARE/NEXTUP office to say hello to the team or discuss how their day is going, which creates a sense of belonging and community within our students.

Priority Registration. Priority registration is provided to EOPS/CARE/NEXTUP students per Title V regulations. EOPS/CARE/NEXTUP students can register during tier 1 of the designated priority enrollment period. EOPS/CARE/NEXTUP students register based on their EOPS/CARE/NEXTUP counselor-approved educational plan.

Book Vouchers. There is a specific budget allocated by the Chancellor's office for EOPS students to spend directly on required textbooks. Funds are also allocated out of the CARE budget to purchase required books for CARE students. EOPS/CARE/NEXTUP students can receive book vouchers in the summer, fall, and spring semesters. In the fall and spring, EOPS students can receive \$600.00 and summer students \$300.00. If students are in the CARE program, they can receive an additional \$600.00 in the fall and spring semesters if needed for books.

Grants. We work closely with the Financial Aid Office on campus for the distribution of grants per Title V regulations. To be eligible for an EOPS grant of a maximum of \$900.00 for the academic year, students must be enrolled and have an unmet financial need. In addition to the EOPS grant, CARE students may receive an additional grant. This grant is awarded to students twice a semester. CARE students must attend the fall and spring mini-conference and have an unmet financial need. In 2023, the NEXTUP program was placed under the EOPS umbrella and students also received a grant three times a semester.

Workshops. EOPS/CARE/NEXTUP students receive an electronic Every Table meal card when they attend an EOPS/CARE/NEXTUP workshop. We work closely to host workshops with a variety of on and off-campus partners throughout the semester such as CalWORKs, Student Success Center, Student Equity, Black Men of Color and Success, Transfer Center, St. John's, Financial Aid, and Cal State Dominguez Hills.

Transportation. The EOPS/CARE/NEXTUP program provides EOPS/CARE/NEXTUP students receive a gas card in the fall and spring semesters to help provide transportation assistance for students to be able to get to and from campus.

One-on-One Case Management. The EOPS program added the NEXTUP program under the EOPS umbrella in fall 2023. The program continues to grow with one-on-one case management support from one of our EOPS/CARE/NEXTUP Student Services Advisor. Our goals are to 1) educate the campus community on current and former foster youth and 2) increase the number of students served by providing additional resources and tools that address barriers that support:

- Foster Youth Awareness Month
- Life Skills Workshops
- Direct Grants
- Housing and Mental Health Referrals
- Educational Supplies
- Gas Cards and Meal Tickets

d) How does the program interact with other on-campus programs or with off-campus entities?

The EOPS/CARE/NEXTUP program can only meet its maximum potential if it coordinates and integrates itself with other departments and services on campus such as: Admissions and Records, Associated Student Government (ASG), Black and Males of Color Success, Bookstore, Business Office, CalWORKs, Counseling, EOPS/CARE/NEXTUP Advisory Committee, Guided Pathways, Financial Aid, Project Tipping Point, Region 7, Special Resource Center, Student Equity, and Transfer Center, which have the greatest impact on the continued success of the EOPS/CARE/NEXTUP program.

Admissions and Records. The EOPS/CARE/NEXTUP Director and staff have established a strong relationship with the Admissions and Records Director, which allows staff access to essential banner screens that involve clearing of students' residency status, transcript access, student information, and academic records. The EOPS/CARE/NEXTUP Coordinators attend monthly Admissions and Records registration committee meetings to stay informed of the latest updates in Admission and Records.

Associated Student Government (ASG). The partnership with the Associated Student Government (ASG) increases the awareness of the EOPS/CARE/NEXTUP program and services to students.

Black Men of Color Success Initiative. We work in collaboration with the Black Men of Color Success Initiative on workshops, the Black Graduation Committee, and student conferences.

Bookstore. The EOPS/CARE/NEXTUP Director and team have established strong relationships with the bookstore manager to be able to maintain proper payment of required books purchased out of EOPS/CARE funds for students. The EOPS/CARE/NEXTUP program has been providing EOPS students with a \$600.00 book voucher and CARE students a \$600.00 book voucher since 2016. If students require additional book funding the Director has been able to increase the amount of book vouchers.

Business Office. The EOPS/CARE/NEXTUP Director and EOPS/CARE/NEXTUP Program Technician have an outstanding relationship with the business office and routinely work with staff for appropriate purchasing needs to track and monitor budget expenditures. The program has historically and routinely reconciled records every year and turned in reports in a timely manner.

CalWORKs. CARE and CalWORKs programs coordinate workshops, fall and spring mini-conferences, CARE for Kids Holiday Celebration, and the Guaranteed Income Program to leverage support to parenting parents.

Counseling. EOPS/CARE/NEXTUP Counselors maintain a well-established relationship with the counseling department to ensure student success. EOPS/CARE/NEXTUP counselors attend monthly counseling meetings and attend a host of workshops to continue to educate them in the counseling field. EOPS/CARE counselors walk students to a variety of departments when it is deemed necessary to allow for student success and support. Collaboration with other counselors is important because it allows for information to be correct and consistent.

Educational Partnership. The EOPS/CARE/NEXTUP Student Service Advisors are working closely with Educational Partnership to participate in outreach activities to recruit prospective students by joining local high school presentations, participating in Compton Promise meetings, and Senior Day.

EOPS/CARE/NEXTUP Advisory Committee. The EOPS/CARE/NEXTUP Advisory Committee was developed to facilitate policy development and sharing of information between the campus and community to better serve our EOPS/CARE/NEXTUP students. The committee meets every fall and spring semester.

Financial Aid. The collaboration with the financial aid office is critical to our students' success because they must meet the income criteria to be eligible for EOPS. We have identified ways to work together to ensure that 1) EOPS/CARE/NEXTUP students complete the financial aid process 2) staff have access to essential banner screens that involve income eligibility to screen and process applications 3) provide monthly monetary reports 4) EOPS/CARE/NEXTUP and Guaranteed Income Program grants are submitted and disbursed via Bank Mobile in collaboration with the Financial Aid Office, 5) promote and host financial aid workshops and 6) assist NEXTUP students with Chafee grants.

Guided Pathways Committees. An EOPS/CARE/NEXTUP Counselor has served as a representative for the Guided Pathways Committees that meet once a month. EOPS/CARE/NEXTUP team members serve on Business and Industrial Studies, Fine Arts, Health and Public Safety, STEM, and Social Sciences committees.

Region 7. EOPS/CARE/NEXTUP Director participates in monthly EOPS Regional Meetings with other directors to discuss Chancellor's office updates, best practices, and the various trends that impact our EOPS/CARE/NEXTUP students.

Project Tipping Point. Provides current and former foster youth 18-25 years old enrolled at Compton College with support services such as case management, rental assistance, and school supplies. The organization is housed in the EOPS/CARE/NEXTUP office on Wednesdays.

Student Equity. The EOPS team works closely with the Student Equity Office. EOPS team members participate in the Tartar Support Network Committee and assist with staffing the Mobile Food Pantry.

Special Resource Center (SRC). The EOPS team communicates with the SRC program to verify mutual program participation and unit requirements.

Transfer Center. The EOPS/CARE/NEXTUP Counselors work closely with the Dean of Counseling and Guided Pathways and the Coordinator/Counselor to promote transfer services and provide transfer center workshops for our students. For the last two years, we have collaborated with the transfer center on the Transfer Fair and counselors have hosted transfer Tuesday workshops for our students from representatives from Cal State University Northridge, Cal State Long Beach, and Cal State Dominguez Hills.

The EOPS/CARE/NEXTUP program is active in on-campus committees. Currently, team members serve on significant campus committees such as Senate, Consultative Council, Compton Promise, AIMS Committee, Tartar Support Network, Outreach, Student Equity, Classified Professional Development Committee, Commencement, Men of Color Workgroup, LGBTQ+ Workgroup, Guided Pathways Committees, Early Alert Workgroup, Committee, UndocuAlly Taskforce, Housing Workgroup, Black Graduation Committee, Commencement Planning Committee, Registration Committee, and Academic Senate Committee.

e) List notable achievements that have occurred since the last Program Review.

The EOPS, CARE, NEXTUP programs had numerous notable achievements since the last program review:

- In fall 2021 the EOPS/CARE program worked in collaboration with CalWORKs and SRC to create a common application. Having a shared application has made it easier for students to apply to all three programs.
- EOPS/CARE Planning retreats in the fall and spring continue to help the EOPS team establish a calendar of EOPS events, brainstorm, provide program updates, review EOPS/CARE budget, SAOs, and establish goals for the academic year.
- EOPS/CARE/NEXTUP Counselors have strengthened relationships with CSU EOP representatives at Cal State University Northridge, Cal State Long Beach, and Cal State Dominguez Hills.
- Transitioned from SARS to Cranium Cafe.
- On September 4th, 2024, we celebrated 55 years of EOPS student success.
- Moved into the new Student Services Building, second floor, room 280 in April 2023.
- Implemented the Guaranteed Income Program for CARE and CalWORKs students during the 2021-2022 academic year to help provide additional NEXTUP program under the EOPS umbrella fall 2023.
- Revamped the EOPS/CARE/NEXTUP Program Orientation Presentation.
- Created EOPS/CARE/NEXTUP Canvas Shell.
- Updated Program flyers, website, and marketing materials.
- The EOPS/CARE/NEXTUP Coordinators have successfully transferred all paper files electronically and moved documents to a single location on SharePoint for better collaboration and communication with EOPS/CARE/NEXTUP team members.

f) What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

In the last program review the EOPS/CARE/NEXTUP Director worked with the former Dean of Student Success and hired two Math and one English tutor to provide tutorial support for our EOPS and CARE students in fall 2017 and spring 2018. The tutoring services were advertised and emailed to students; however, the number of EOPS/CARE students who participated in the tutoring services was less than anticipated. We continue to work closely with the Student Success Center to promote tutoring services but will not have our own EOPS/CARE/NEXTUP tutorial program.

Student Services (2) - Program Environment First Submission: Version by Aldrich, Christine on 12/10/2024 18:05

a) Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?

The environment in the EOPS/CARE/NEXTUP department is open, welcoming and warm. There is a commitment to work as a team to create an environment that supports student needs and respects our diverse student population. We are now located in the new Student Services Building (SSB), 2nd Floor, Room 280 – this is a new centralized place where all other support services can be found in one place. Since spring 2016, signage was installed across campus to increase visibility of the program. In this new space, there are 8 office spaces with doors, 1 storage room, 1 small computer room with 3 computers for student use, 8 open office spaces with no doors, and our main entrances have no doors or walls. The team's biggest concern is that we are the only department with no doors or gates to close our office and protect ourselves in case of an emergency – our office is an open space that cannot be closed.

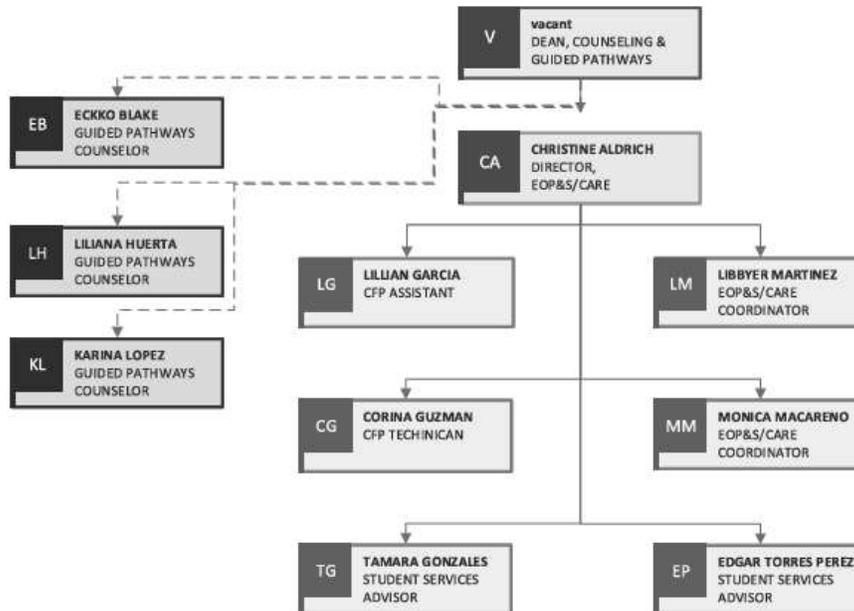
There are resources that suffice to provide services to students and staff. However, there is always room for growth and improvement. On the part of the department, we maximize our funding, staffing, office space, and passion from the team – to serve EOPS/CARE/NEXTUP students. The team is constantly thinking of innovative ways to meet student needs related to basic needs (food and transportation), textbooks/OER, school supplies, parenting, transfer, graduation and more. We are continuing to strive to provide "over and beyond and in addition to" services and resources to adequately assist our students. We offer holistic services that address the personal, academic, and professional needs of our students. From workshops/events, to supplies and textbook vouchers, to basic needs and snacks housed in each staff member's office to offer students. However, each semester we strive to think outside of the box and ask for student feedback to help us determine what services and resources our students need to be successful at Compton College.

b) Describe the number and type of personnel assigned to the program. Please include a current organizational chart.

The EOPS/CARE/NEXTUP staff currently consists of (1) full-time Director, (2) full-time EOPS/ CARE/NEXTUP Coordinators, (3) full-time academic Counselors, (1) full-time Program Assistant, (2) full-time Student Services Advisors, (1) full-time Program Technician, (3) adjunct Counselors, and (3) Student Workers.

Since the last Program Review, the EOPS/CARE/NEXTUP Director has been able to maintain staffing. At the Last Program Review, it was stated that a full-time counselor would be hired in 2020—that commitment was fulfilled, and that the counselor has now received tenure and has consistently served our EOPS/CARE/NEXTUP students.

CCCD COMPTON COLLEGE 2024-2025
Organizational Structure
EOPS & CARE/NextUP
310-900-1600 x 2912



c) Describe the personnel needs for the next four years.

The EOPS/CARE/NEXTUP Director will request another EOPS/CARE/NEXTUP Coordinator to assist with the NEXTUP program. The program also currently needs to consider hiring or assigning a specific counselor to work directly and focus on the NEXTUP student population. This position is essential to be able to provide additional counseling support to EOPS/NEXTUP students in collaboration with (3) full-time counselors.

d) Describe facilities needs for the next four years.

The EOPS/CARE/NEXTUP program is currently located in the new Student Services Building (SBB) 2nd Floor- RM 280. The EOPS/CARE/NEXTUP Director has requested additional space in the new building to accommodate the expected growth in students and additional staffing. Additionally, she has also requested front office doors/glass windows to protect the safety of the front staff.

e) Describe the equipment (including technology) needs for the next four years.

The EOPS/CARE/NEXTUP program serves a high volume of students daily. Students have access to the computer lab in the EOPS/CARE/NEXTUP office, RM 279, and can print necessary documents needed for EOPS/CARE/NEXTUP program eligibility such as transcripts, class schedules, and verification of benefits.

f) Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?

Hours of Operation Include:

Monday, Tuesday, Thursday: 8:00 a.m. - 4:30 p.m.

Wednesday: 8:00 a.m. - 6:30p.m.

Friday: 8:00 a.m. - 12:00 p.m.

Peak Registration Hours of Operation Include:

Monday, Tuesday, Wednesday, Thursday: 8:00 a.m. - 6:30 p.m.

Friday: 8:00a.m. - 4:30 p.m.

The EOPS/CARE/NEXTUP program has adequate staff to keep the office open during the normal hours of operation. The classified staff rotate the 10:00 a.m. to 6:30 p.m. shift on Wednesday nights and counseling faculty rotate 11:30-6:30 p.m. shifts to ensure we provide students who are unavailable between 8:00 a.m. – 4:30 p.m. with counseling appointments.

g) Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?

In March 2020, in person services were suspended due to the COVID-19 pandemics. EOPS team members transitioned to online instruction and virtual support services. The pandemic required the team to move in-person services to an online platform. EOPS and CARE programs transitioned online services into the following areas: counseling, advisement, textbook vouchers, transportation, grants, food vouchers, and online support. Once EOPS transitioned to a remote work environment, the entire team was readily available through Cranium Cafe, to engage with potential and continuing students to share program services and provide immediate assistance to students. The EOPS team began using zoom video conferencing for staff meetings, orientations, information/recruitment sessions, workshops, Retreats, Conferences, Mini Conference and our EOPS/CARE Advisory Committee meetings.

The EOPS/CARE/NEXTUP program is governed by Title V Regulations, which have remained unchanged for 55 years. The EOPS/CARE/NEXTUP program has specific guidelines that must be implemented when serving EOPS/CARE/NEXTUP students. EOPS/CARE/NEXTUP students must be economically and educationally disadvantaged, enrolled in a minimum of 12 units, be a California resident or AB540 eligible, demonstrate financial need by qualifying for the California Promise Grant formally known as BOGG, and have completed less than 70-degree-applicable units. The 70-degree limit can be waived in cases where the limit would be exceeded by the units required for a student who is in a high unit major such as Nursing.

Since the last program review, there have been significant changes in staffing at the Chancellor's office. Several staff members have retired, and new leadership has emerged. The EOPS/CARE/NEXTUP programs across the state are working on rebuilding a strong relationship that continues to communicate the needs of the EOPS/CARE/NEXTUP program and its students in the community college system.

Student Services (3) - Service Area Outcomes (SAO) First Submission: Version by Aldrich, Christine on 12/10/2024 18:06

a) List and describe the program's SAO assessment results.

The EOPS/CARE/NEXTUP program had one SAO from fall 2020 through spring 2023 and two SAO's from fall 2023 to spring 2024 Academic Year:

SAO #1 New students will be able to understand what is expected of them in the EOPS/CARE program after completing a new EOPS/CARE student orientation and online survey.

SAO# 2 EOPS/CARE/NEXTUP students will increase student attendance at workshops offered by EOPS/CARE/NEXTUP and those offered in coordination with other campus departments.

b) How were the SAOs developed? Who was engaged in the creation of the SAOs?

EOPS/CARE/NEXTUP Director and team created SAO #1 and the EOPS/CARE/NEXTUP Counselors created SAO #2.

Follow-up meetings were conducted with full-time staff/faculty to get additional recommendations.

c) How often are the SAOs assessed and who is engaged in the discussion?

The EOPS/CARE/NEXTUP Director created an EOPS/CARE/NEXTUP workgroup in fall 2024 to work closely with the Director of Institutional Effectiveness to assist with Student Area Outcome development and educating the workgroup on a new software system called eLumen. The EOPS/CARE/NEXTUP full-time staff/faculty are also involved in the SAO process every fall and spring semester.

d) What has been done if the SAO assessment results were not as anticipated?

When results deviated from expectations, the program team collaboratively reviewed outcomes, identified potential solutions, and implemented those deemed most effective.

e) Where are the SAOs assessment results shared with staff, students, and the public?

The EOPS/CARE/NEXTUP team reviews SAOs and assesses results during staff meetings and retreats. Staff provide feedback to inform the development of future SAOs. SAOs are also publicly accessible on the EOPS website. This information is also shared with the Dean of Counseling and Guided Pathways, the Vice President of Student Services, and the EOPS/CARE/NEXTUP Advisory Committee.

f) Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

SAO #1	New students will be able to understand what is expected of them in the EOPS/CARE program after completing a new student orientation and online survey.
Outcome	New student orientation and online survey were highly effective in conveying program expectations to incoming EOPS/CARE students. A 90% or above success rate was achieved without any necessary modifications or changes to the existing process.
SAO #2 (New SAO implemented 2023-2024)	EOPS/CARE/NEXTUP students will increase student attendance at workshops offered by EOPS/CARE/NEXTUP and those offered in coordination with other campus departments.
Outcome	EOPS/CARE/NEXTUP students demonstrated increased engagement with program and campus-wide workshops. Attendance rates saw a notable rise, with a 7.15% increase in the fall term and a further 10.45% increase in the spring term. To enhance student engagement, the program strategically adjusted its workshop offerings. While 34 workshops were offered in the fall, the spring term focused on a more targeted approach with 15 workshops. This reduction allowed for a deeper dive into specific topics, ensuring a higher quality experience for attendees. By aligning workshop offerings with student needs and preferences, the program successfully increased attendance and fostered a more impactful learning environment.

Student Services (4) - Program Improvement Final Submission: Version by Huerta, Liliana on 12/03/2024 20:47

a) What activities has the program engaged in to improve services to students?

The program has implemented several activities to enhance services for students, including:

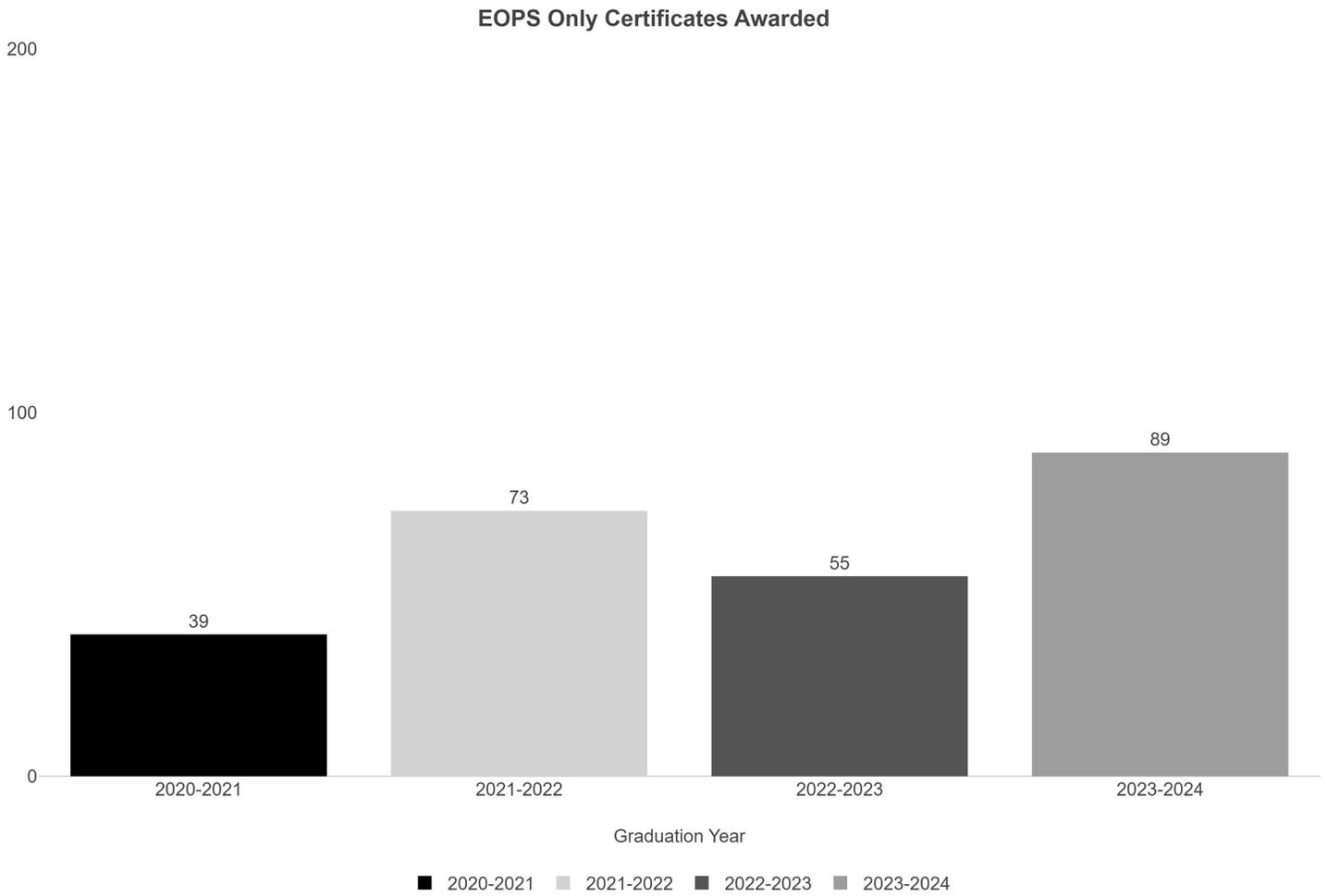
- Offering a variety of EOPS/CARE/NEXTUP workshops that give students access to Everytable and Uber Eats.
- Collaborating with other programs and services such as Financial Aid, the Student Success Center, the Transfer Center, the Black and Males of Color Success Initiative, Student Equity, and CSU EOP Offices.
- Serving on the Men of Color workgroup to increase the enrollment of men of color in the EOPS/CARE program.
- Providing weekly educational supplies for EOPS/CARE/NEXTUP students.
- Organizing CARE workshops tailored for single parents on topics such as parenting, domestic violence, health, and stress management.
- Working closely with the Transfer Center to encourage students to attend CSU and UC field trips.

The program also hosts holiday events, including celebrations for Mother's Day, a Graduation Spring Banquet, Thanksgiving, and the CARE for Kids Holiday Toy Drive. Additionally, evening counseling hours are offered to accommodate night students from 4:30 PM to 6:30 PM. To enhance accessibility and improve support and resources available to students the following forms are available in the EOPS/CARE office and online for students:

- EOPS/CARE/NEXTUP new student application
- Gas card application

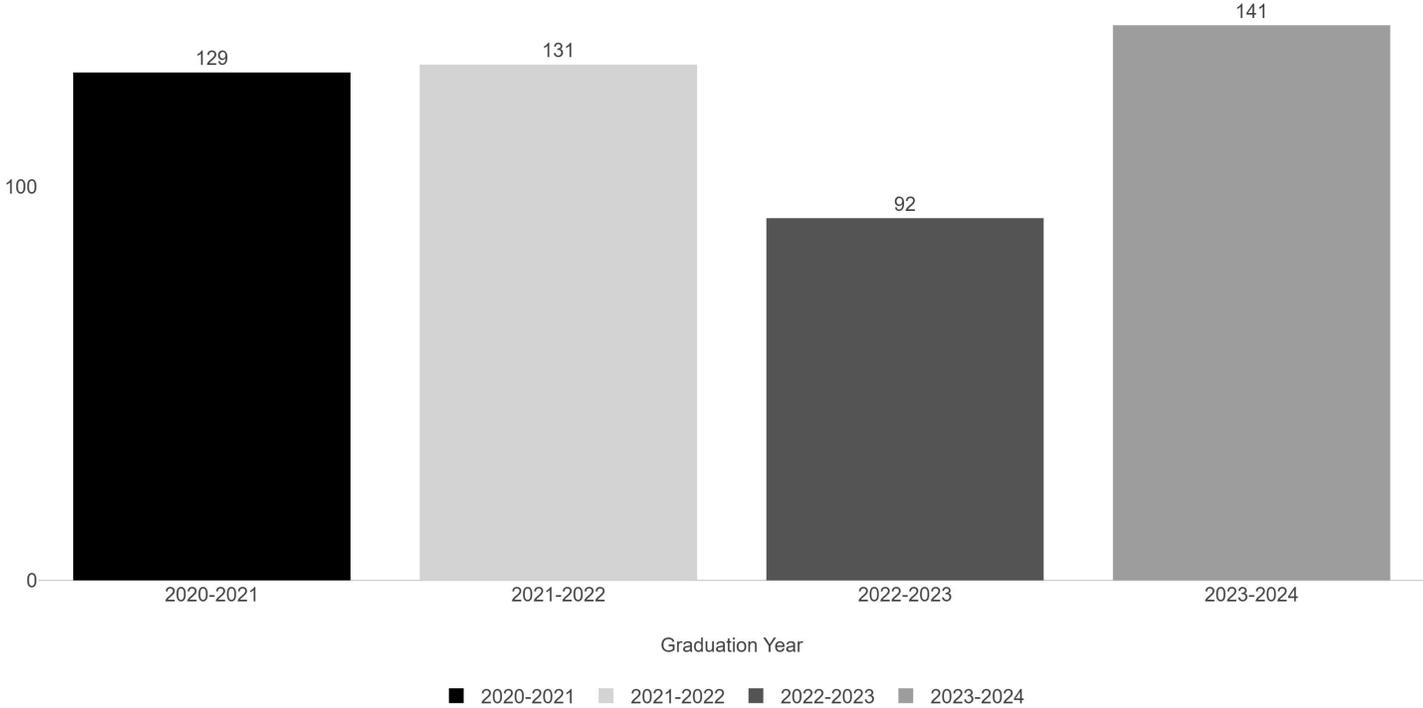
b) How have program personnel used metrics to improve program services? Provide metrics from the last four years.

Each fall and spring semester, the Office of Institutional Effectiveness produces a Student Metric Tool that provides data on annual counts of certificates, degrees, success, retention rates, and programs within the Student Services Division.

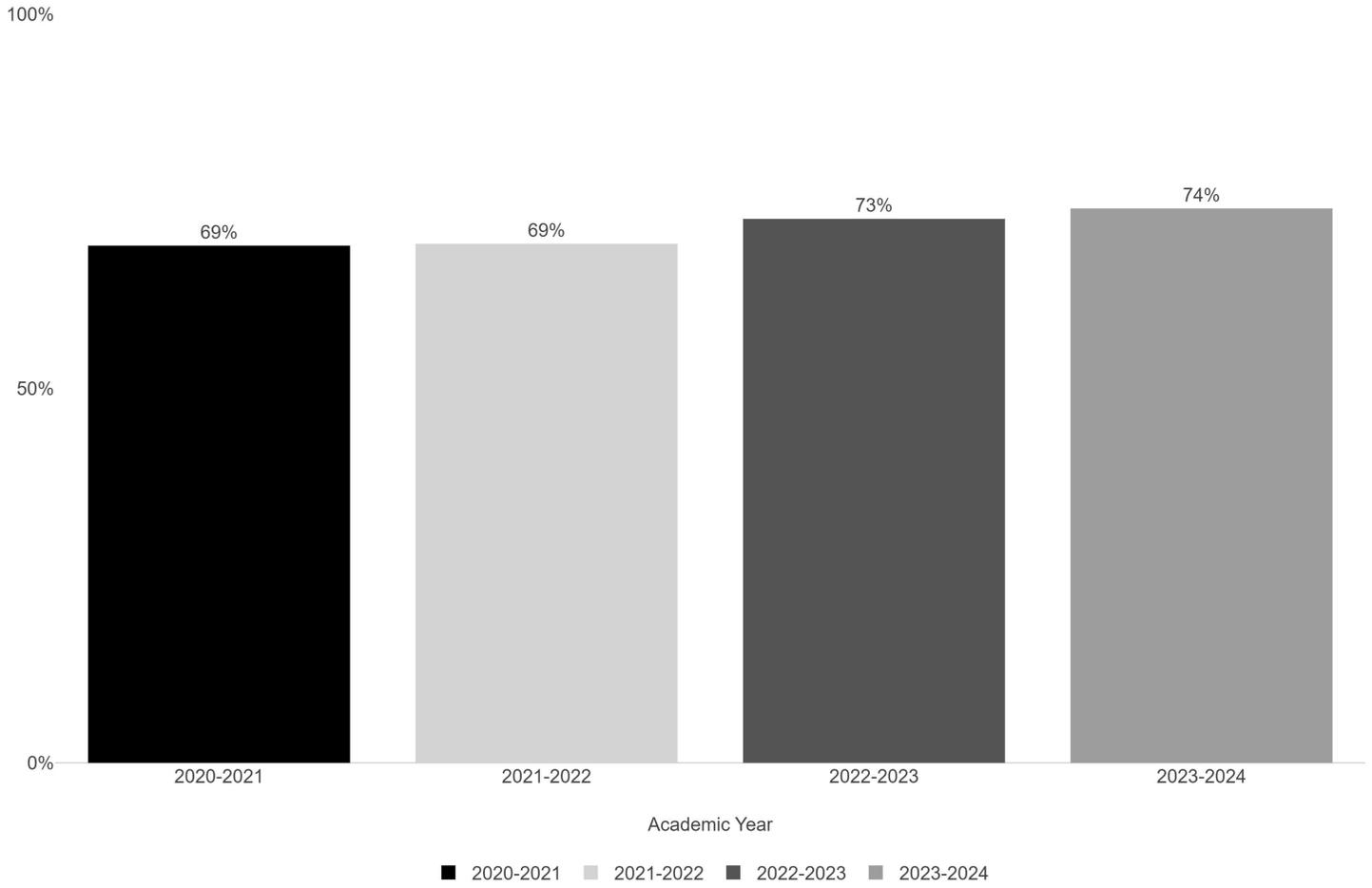


EOPS Only Degrees Awarded

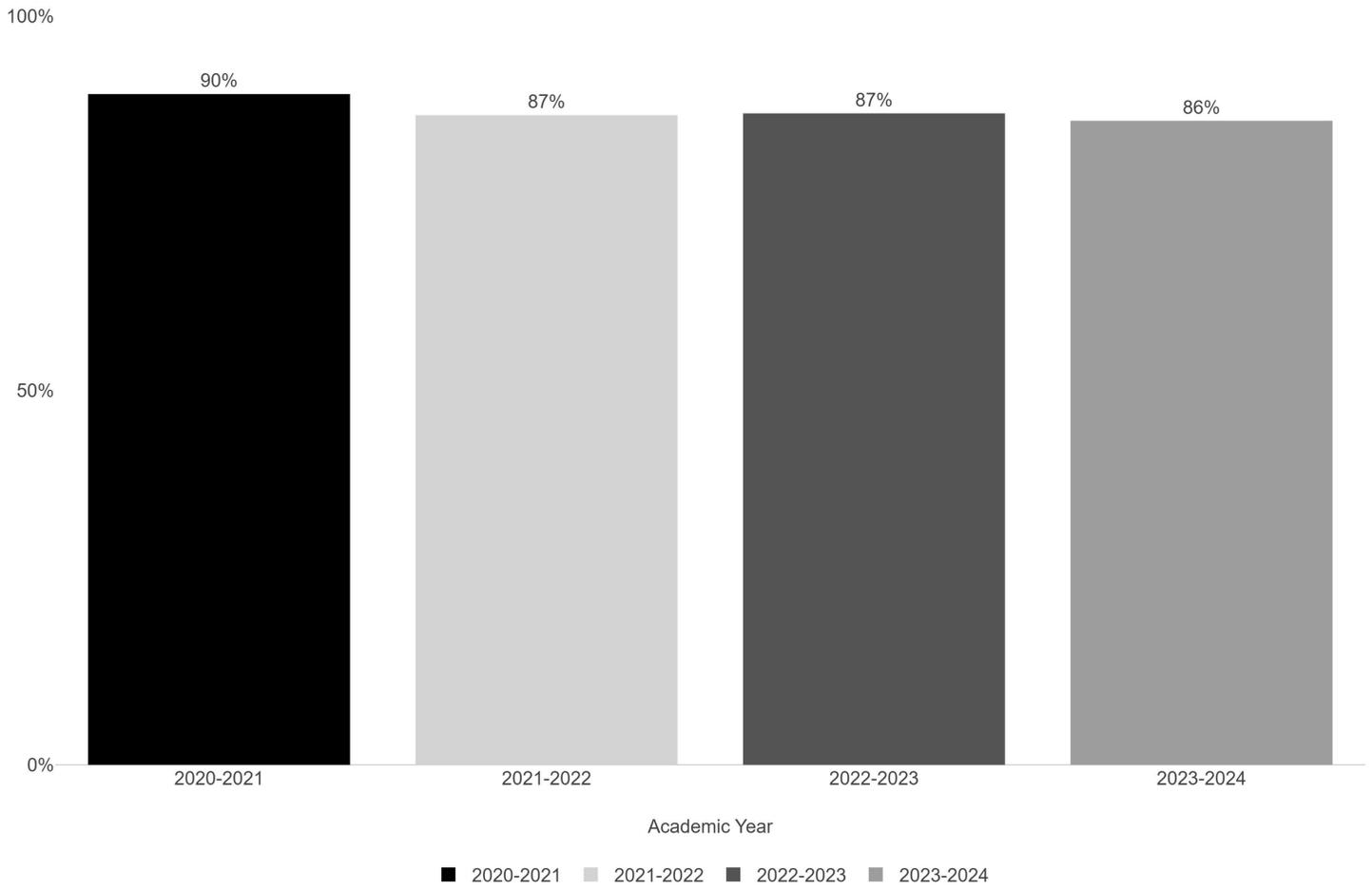
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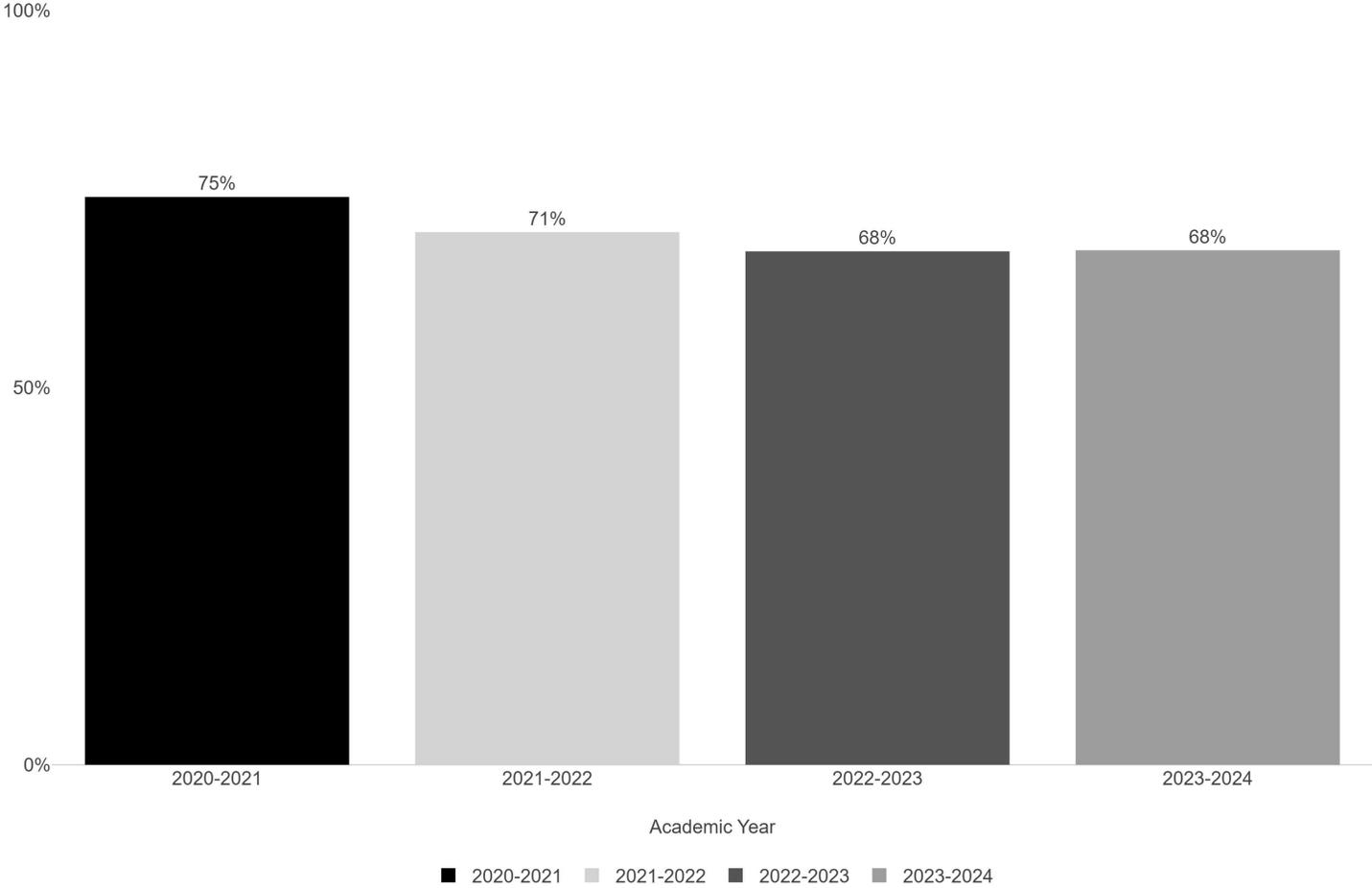
EOPS Only Fall to Spring Persistence Rates



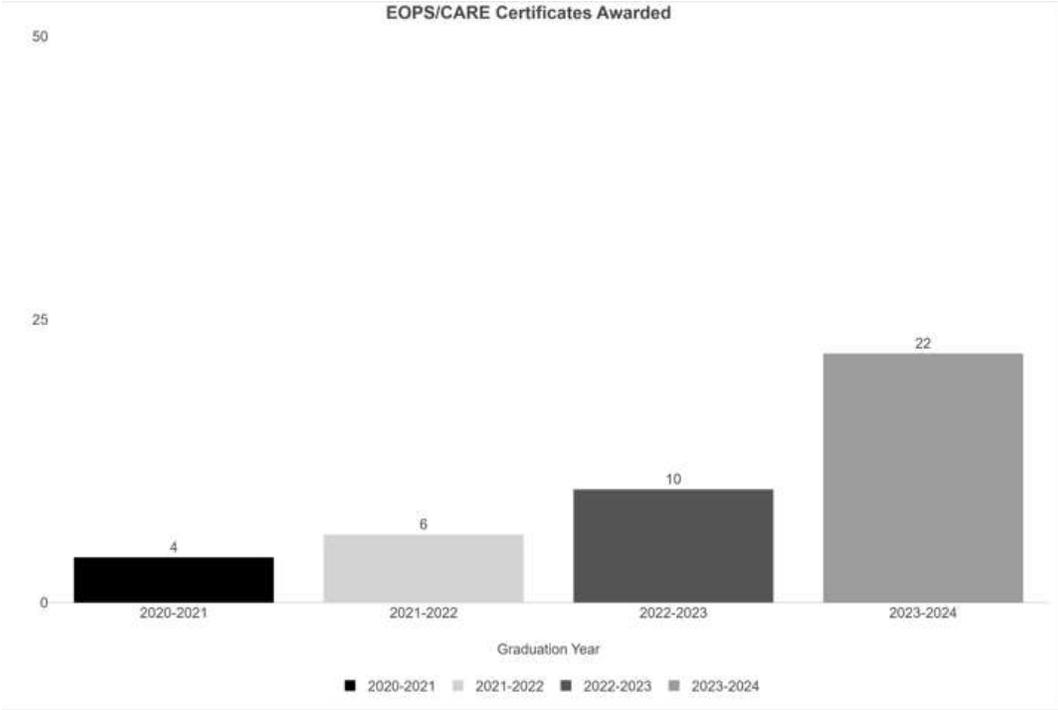
EOPS Only Retention Rates



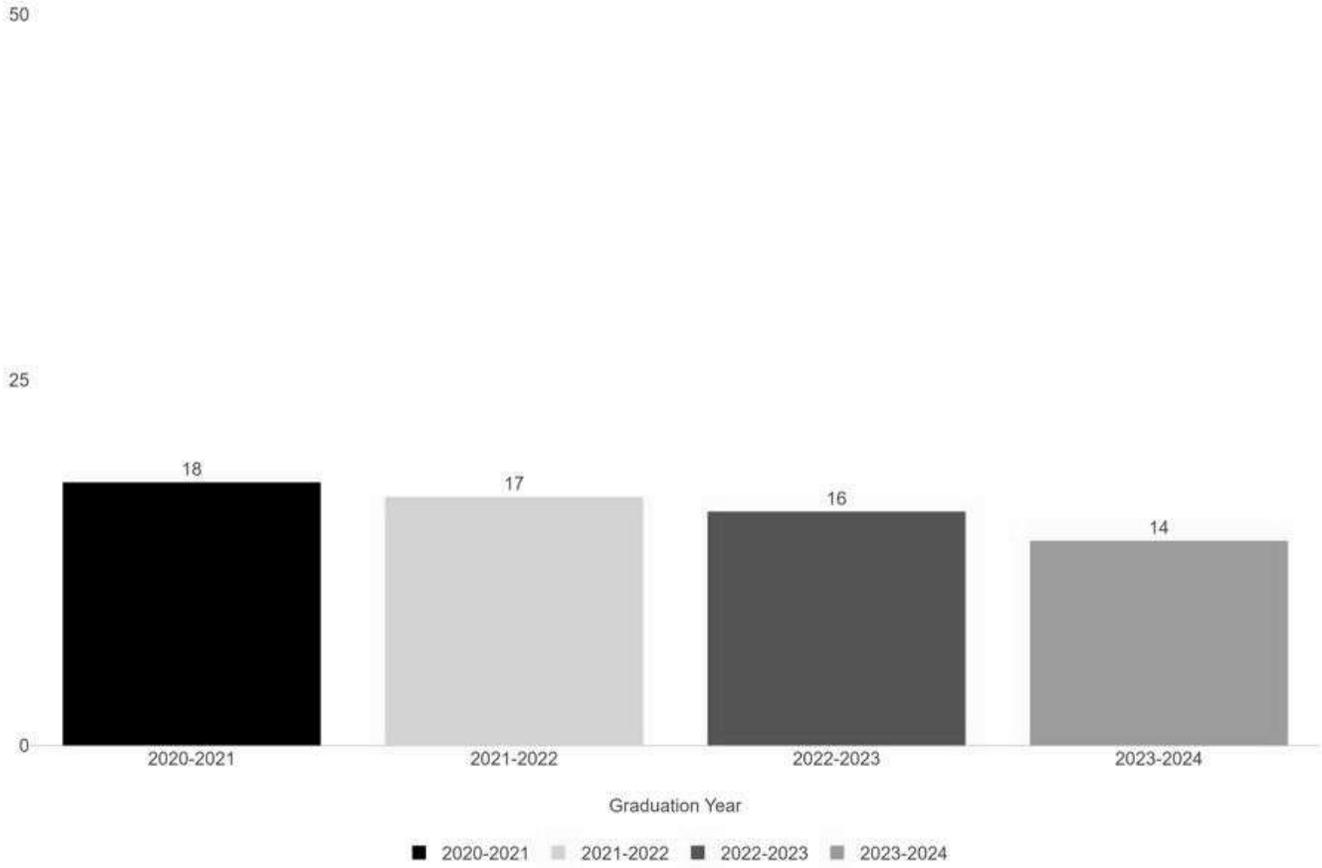
EOPS Only Success Rates



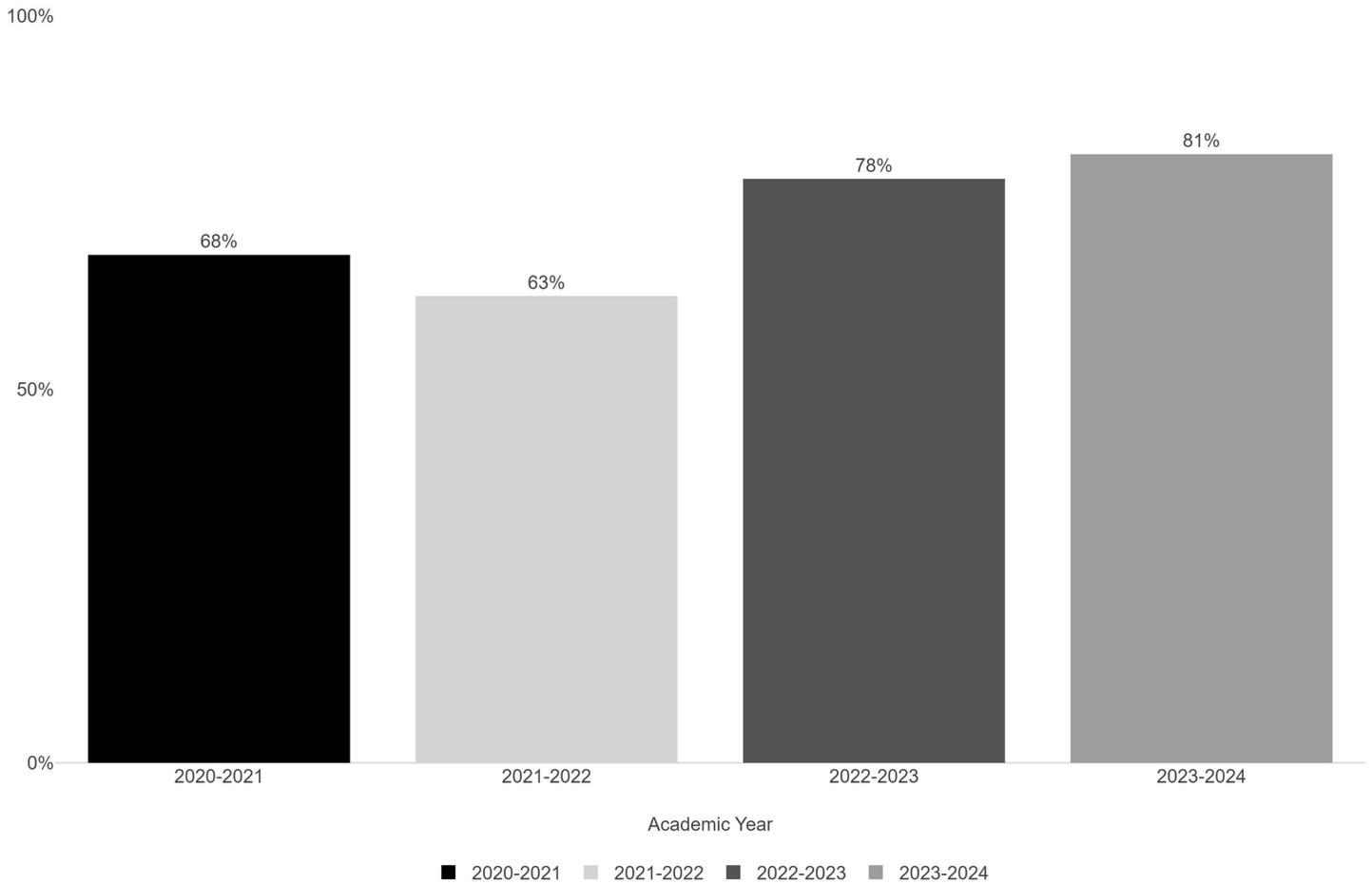
EOPS/CARE Certificates Awarded



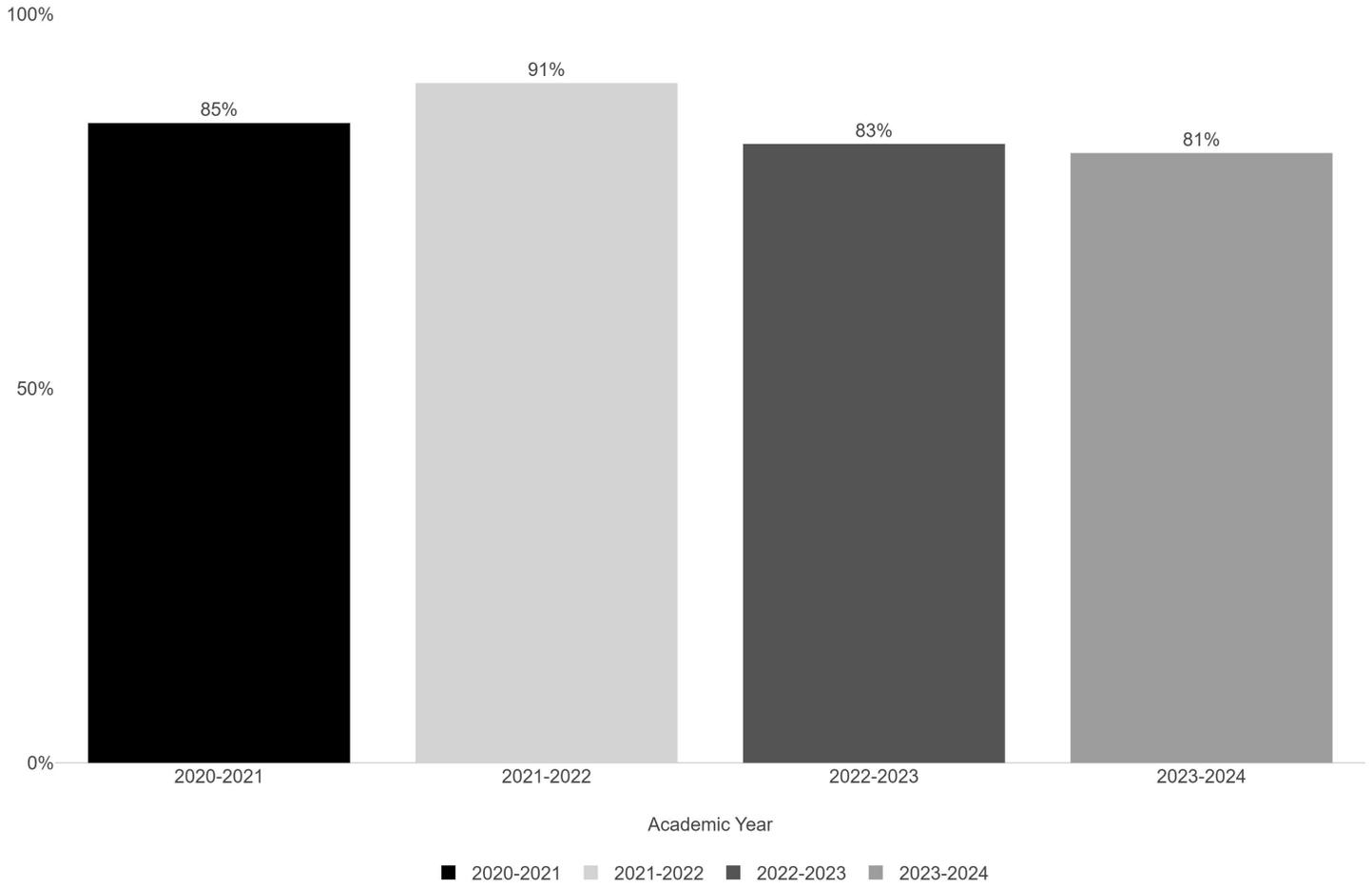
EOPS/CARE Degrees Awarded



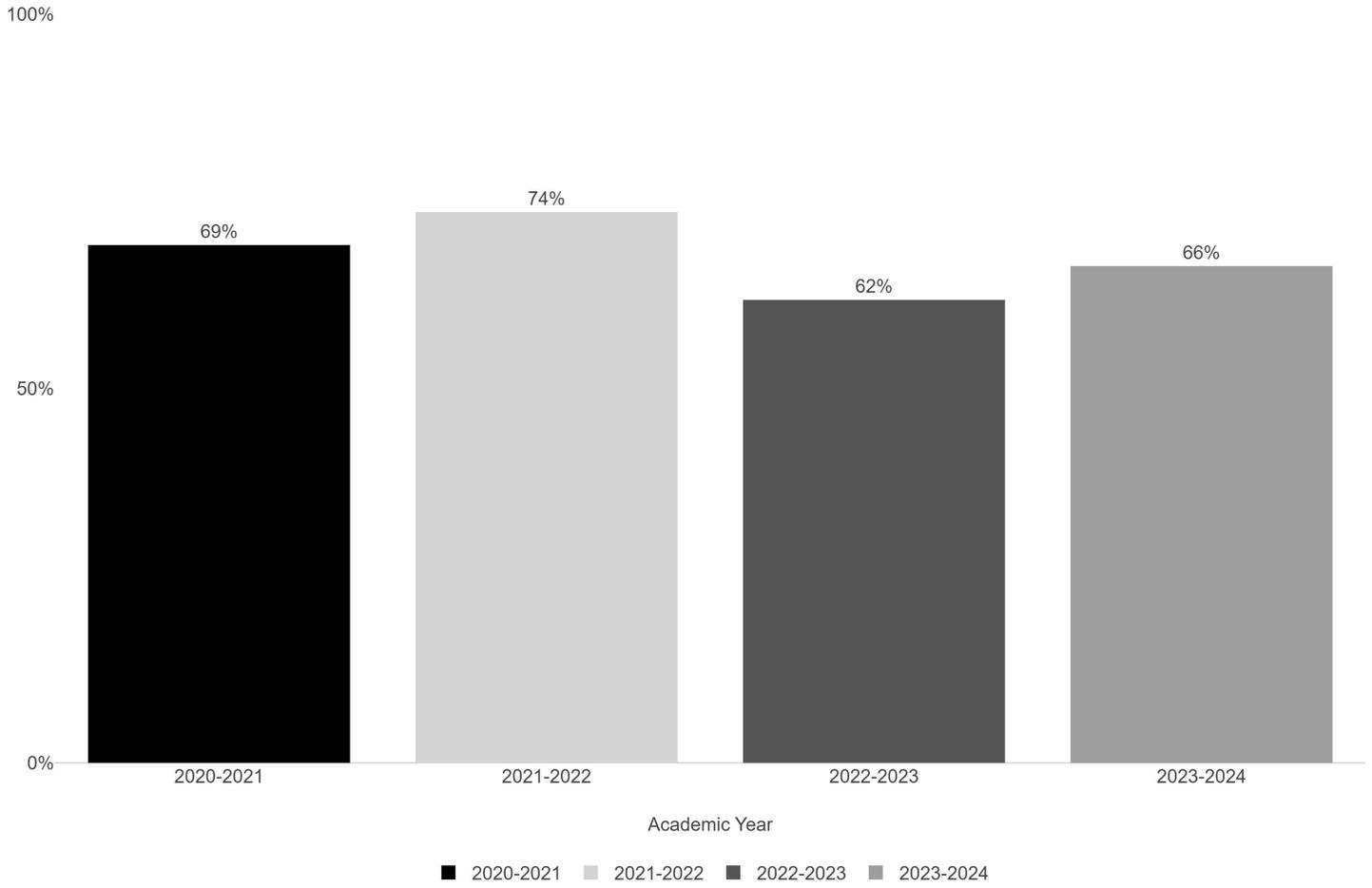
EOPS/CARE Fall to Spring Persistence Rates



EOPS/CARE Retention Rates



EOPS/CARE Success Rates



NEXTUP Fall to Spring Persistence Rate

100%

50%

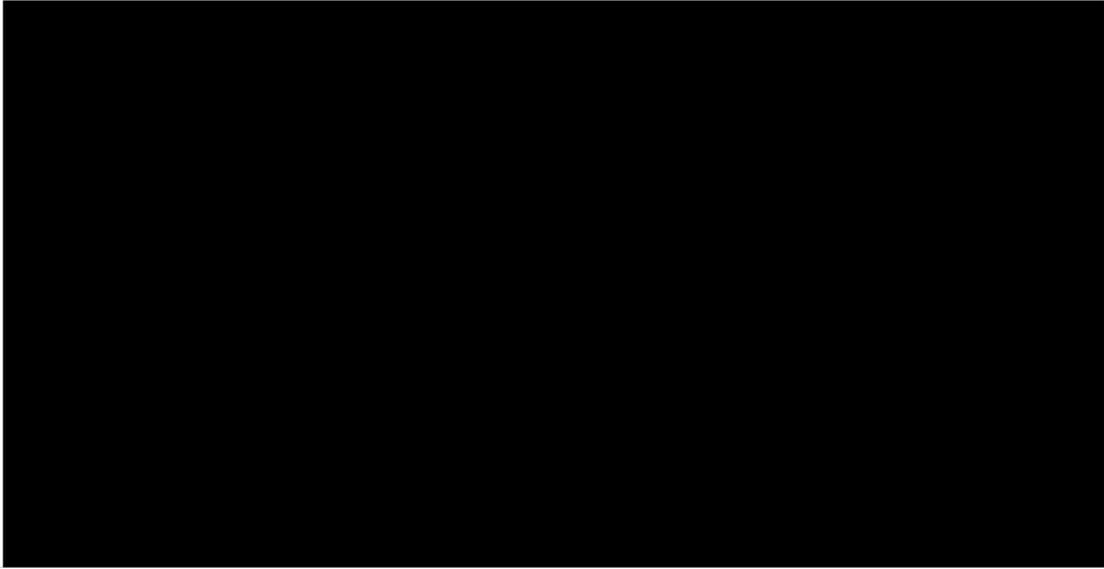
0%

72%

2023-2024

Academic Year

■ 2023-2024



NEXTUP Retention Rate



NEXTUP Success Rate

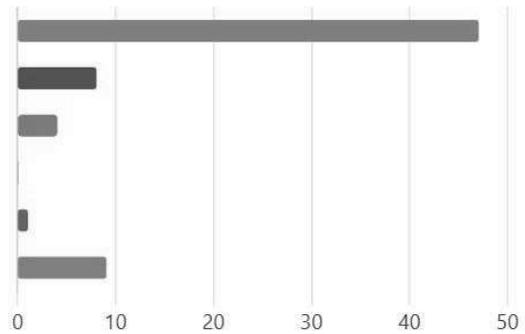


EOPS, CARE, and NextUp have created and implemented student satisfaction surveys to collect feedback on workshop topics. This information allows us to tailor our events to better meet our students' needs and ensure we offer relevant topics in real-time. Below are the responses gathered from the Fall 2023 to Spring 2024 academic year.

1. What is your primary educational goal? (Choose only one) (0 point)

[More details](#)

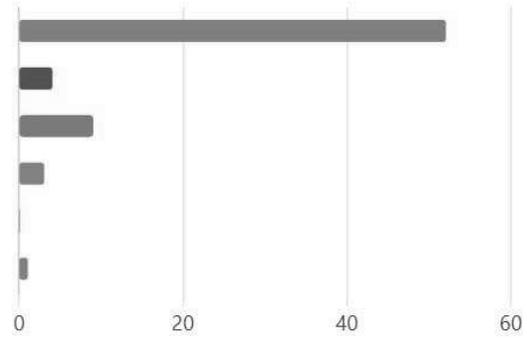
- Complete an Associates Degree to transfer to a four-year college or university 47
- Complete an associate degree without transfer 8
- Complete a certificate 4
- Learn/Improve skills for current or future job 0
- Improve basic skills in English, reading, and math 1
- Undecided 9



2. How did you hear about this workshop? (0 point)

[More details](#)

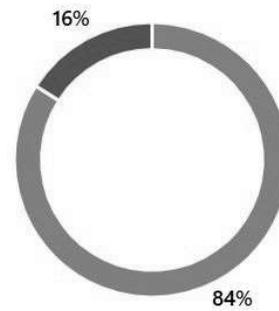
● Email	52
● Text Message	4
● Flyer	9
● During Counseling Appointment	3
● From a friend	0
● Other: Insert Response	1



3. This workshop provided information about when/how to complete my 3 EOPS/CARE Contacts. (0 point)

[More details](#)

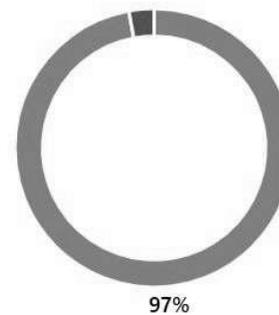
● Agree	58
● Disagree	11



4. This workshop motivated me to complete my educational goals (earn certificate, graduate, and/or transfer). (0 point)

[More details](#)

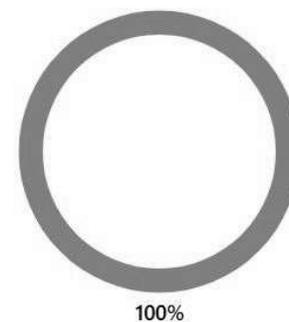
● Agree	67
● Disagree	2



5. I learned about requirements and/or resources to help me be successful. (0 point)

[More details](#)

● Agree	69
● Disagree	0



6. What day and time do you prefer we offer EOPS/CARE workshops? (0 point)

[More details](#)

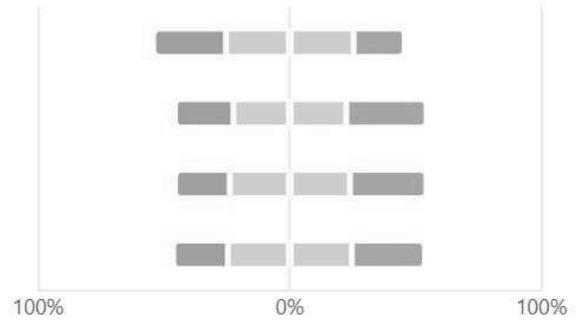
- Morning (10 - 11AM)
- Afternoon (12 - 1PM)
- Evening (2 - 3PM and/or 3:30 - 4:30PM)

Monday

Tuesday

Wednesday

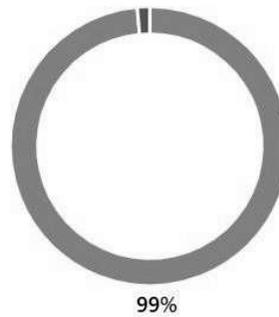
Thursday



7. Are you satisfied with the EOPS/CARE Workshops offered this semester? (0 point)

[More details](#)

- Yes 68
- No 1



8. What workshop topics would you like EOPS/CARE to offer next semester? (0 point)

[More details](#)

34

Responses

Latest Responses

"How to recruit more people whose unaware to be apart of EOPS that qualifi... "

"Can you bring the panel of Loyola Marymount University"

...

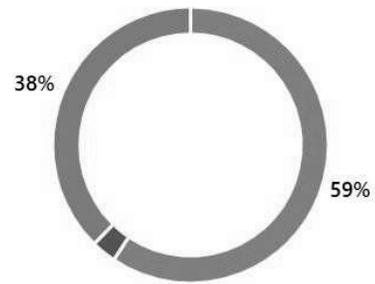
4 respondents (12%) answered workshops for this question.



9. Do you prefer we offer virtual or in-person workshops? (0 point)

[More details](#)

- Virtual Via Zoom 41
- In-Person On Campus 2
- Both 26



10. What feedback do you have about EOPS/CARE workshops?

(For example, your favorite part(s) of a workshop, things we can improve, follow-up questions etc.) (0 point)

[More details](#)

37
Responses

Latest Responses

"Great Information Given That Will Help Us Towards Our Goals"

"Very informative."

"Workshop: talking to universities and please bring out Loyola Marymount U... "

...

9 respondents (24%) answered workshops for this question.



The EOPS/CARE/NextUp Program has collaborated with the Special Resource Center and CalWORKs to develop a unified application for all programs. This collaboration has reduced redundancy in gathering students' data and information. Consequently, the application enables students to easily navigate through the questions and apply for multiple programs simultaneously.



Extended Opportunity Programs and Services (EOPS) Cooperative Agencies Resources for Education (CARE), NextUP, California Work Opportunity and Responsibility to Kids (CalWORKs), and the Special Resource Center/Disabled Students Programs and Services (SRC) One Application

First name

Middle Name or initial

Last Name

What is your birthdate (00/00/0000)?



c) If applicable, explain any patterns in student success, retention, persistence, graduation, and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.

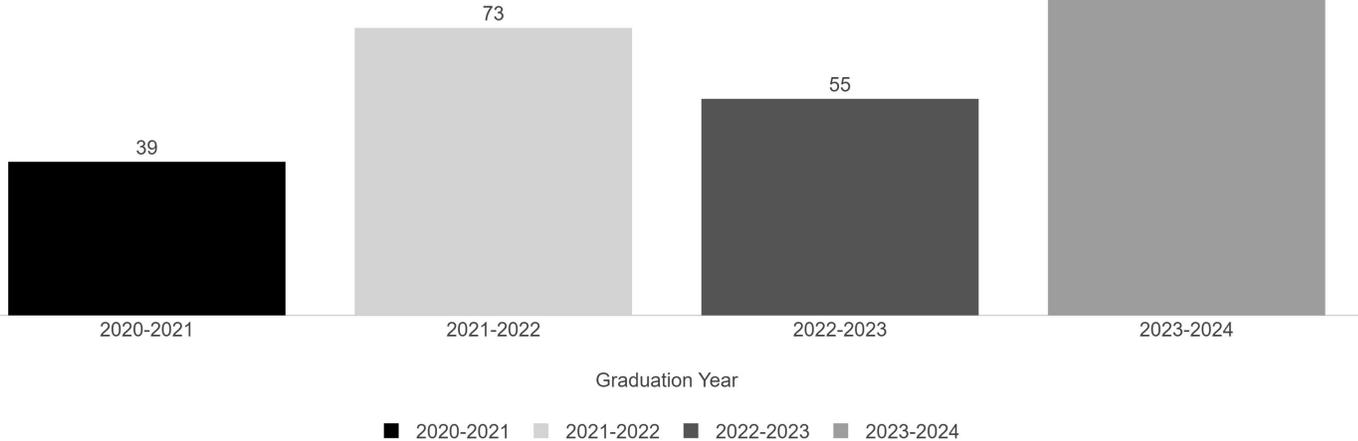
As a case management model program, we offer comprehensive support services that include outreach, counseling, resources, and referrals. EOPS students have consistently succeeded in our program, earning a significant number of certificates and degrees. From 2020 to 2024, the number of student awards has increased, reaching an all-time high during the 2023-2024 academic year, with **89 EOPS certificates** and **141 EOPS degrees awarded**. Our programs continue to show positive trends in helping students fulfill their certificate and degree requirements. Many students who earn degrees choose to further their education at California State University (CSU) and University of California (UC) campuses, with a substantial number transferring to California State University, Dominguez Hills.

EOPS Only Certificates Awarded

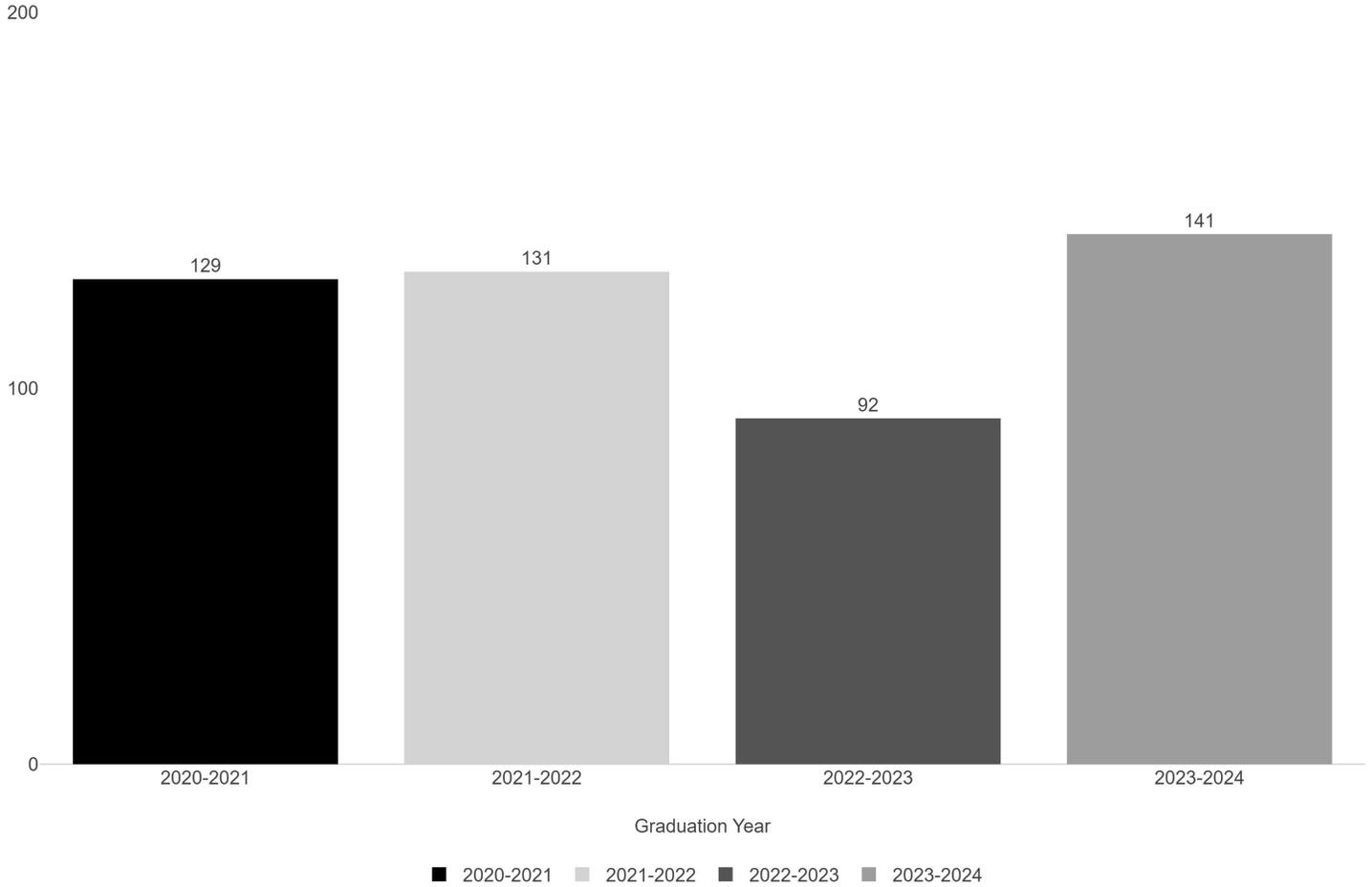
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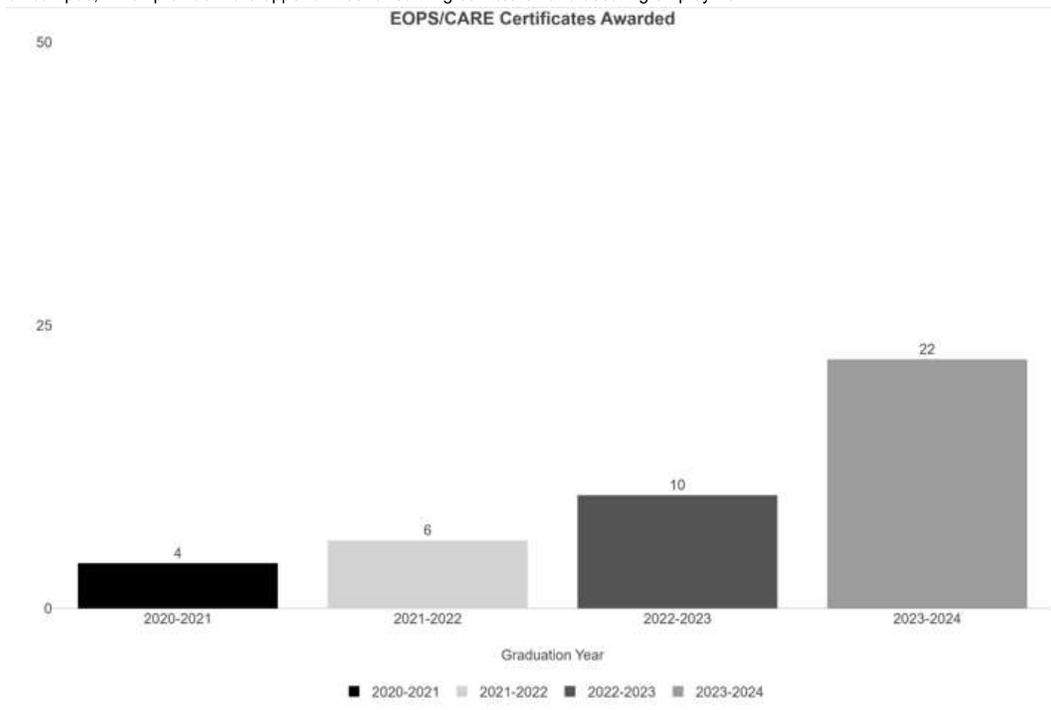


EOPS Only Degrees Awarded



EOPS/CARE has shown significant improvement in assisting our student parents in achieving their academic and professional goals. However, during the 2023-2024 academic year, we observed a slight decrease in degree attainment among EOPS/CARE students, with only **14 degrees awarded** compared to previous years. This indicates that there is room for improvement and a continued need for high-touch services, including case management and support in completing graduation verifications, submitting graduation petitions, and meeting critical certificate and degree deadlines.

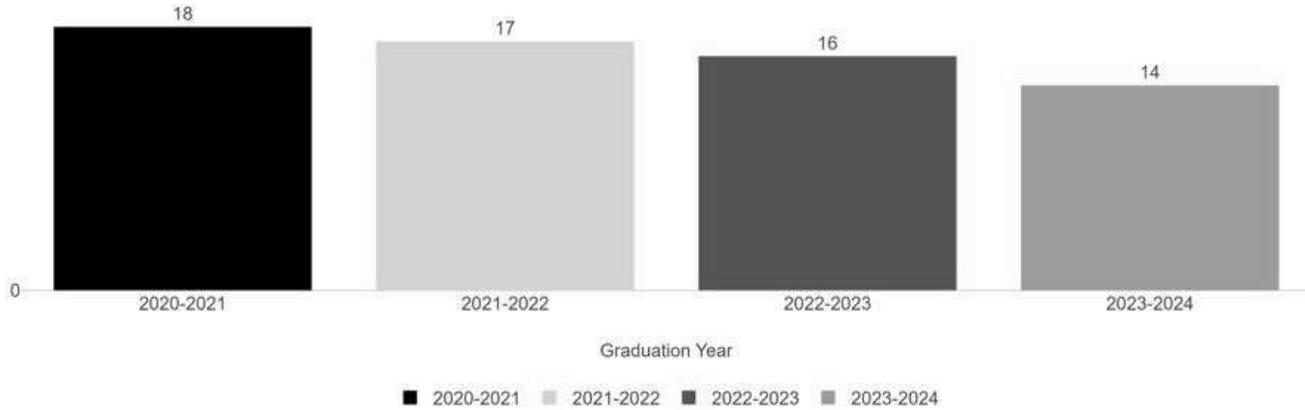
On a positive note, we have seen an increase in the number of certificates awarded to EOPS/CARE students. Many of these students are enrolled in Career Technical Education programs on campus, which provide more opportunities for earning certificates and securing employment.



EOPS/CARE Degrees Awarded

50

25

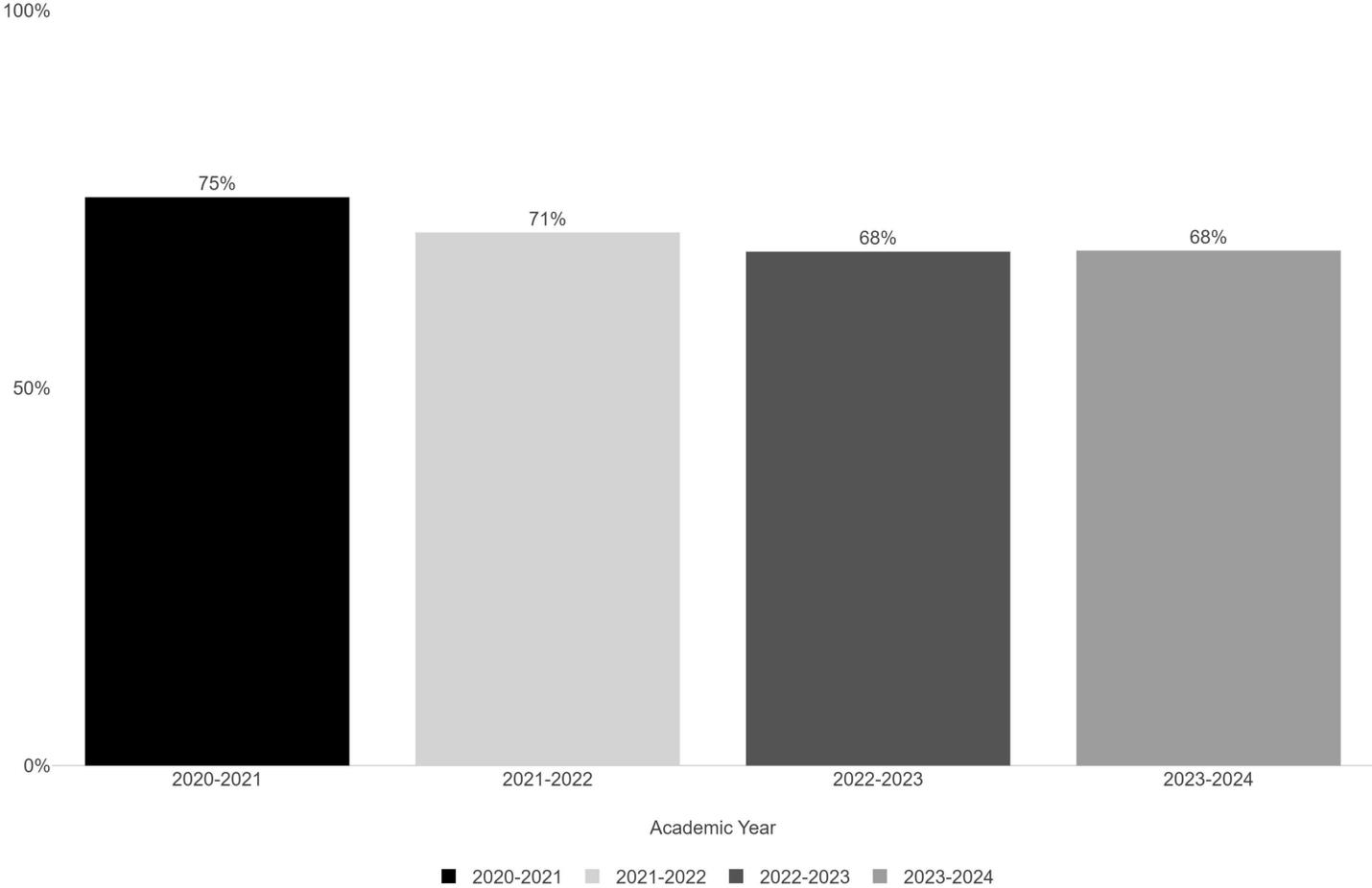


Examining student success, retention, and persistence allows us to refine our practices and services to better meet the needs of our diverse student demographics. While we have seen a slight decline in overall success rates among EOPS students, we have managed to maintain a 10% threshold, with a success rate of 75% in 2020-2021 decreasing to 68% by 2023-2024. This trend prompts our team to revisit and enhance our practices with the realistic goal of bridging the existing achievement gap.

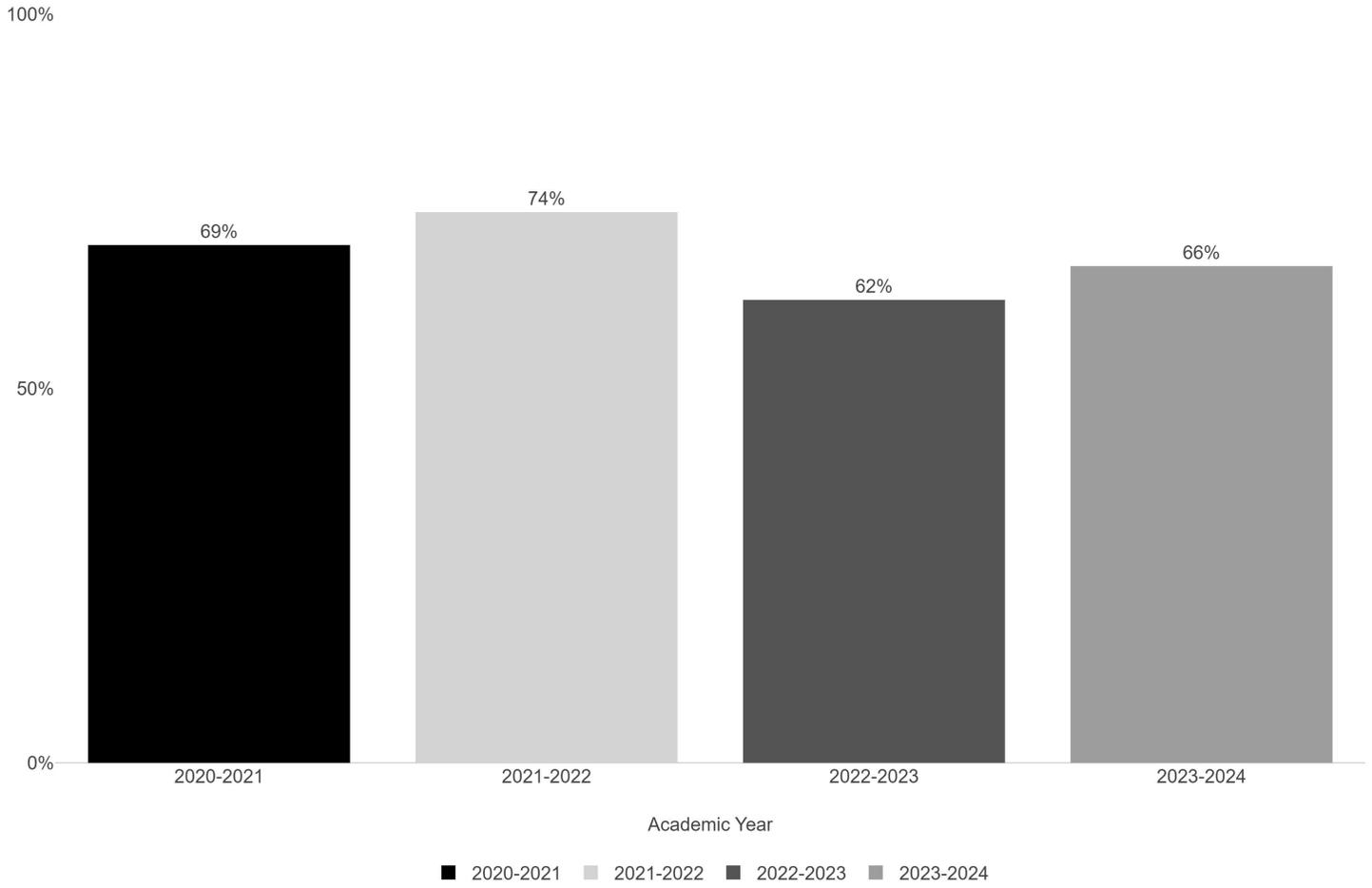
In terms of EOPS/CARE, we observed a more stable percentage of student success rates, with only a 3% decrease from the 2020-2021 academic year to 2023-2024. As a program, we must continue to enhance our services, referrals, and resources to support our students in achieving their goals. Specifically, we will keep focusing on providing high-touch services for our EOPS/CARE students, who are managing the challenges of school, family, and work simultaneously.

The NextUp success rate was closely monitored for the 2023-2024 academic year with a 48% success across the program. With NextUp students case management with intrusive counseling is needed for our students to accomplish their academic and professional goals. The program is looking at assigning or hiring an EOPS/NextUp counselor to work directly and focus on the NEXTUP student population. This position is essential to be able to provide additional counseling support to EOPS/NEXTUP students in collaboration with (3) full-time counselors.

EOPS Only Success Rates



EOPS/CARE Success Rates

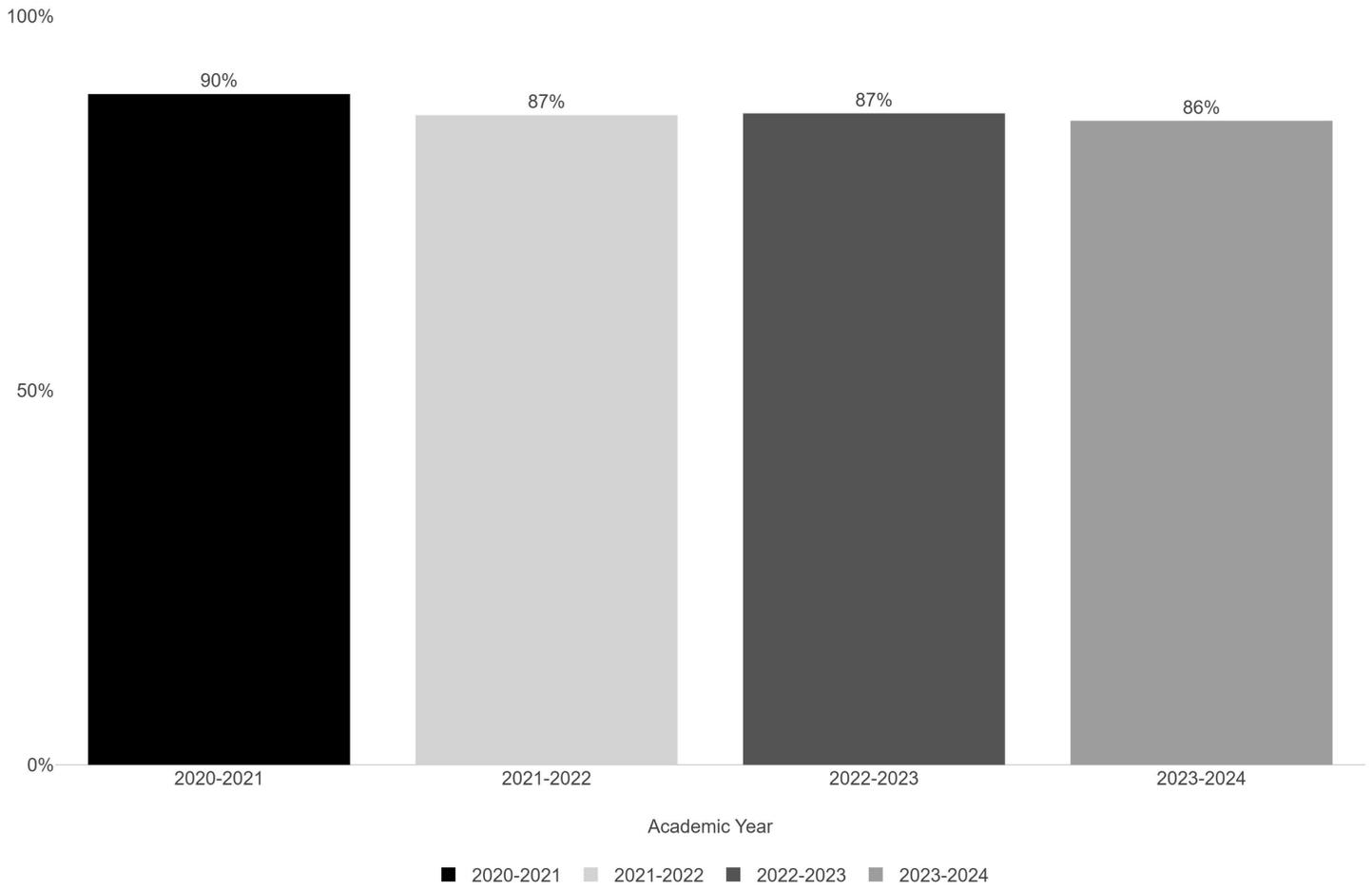


NEXTUP Success Rate

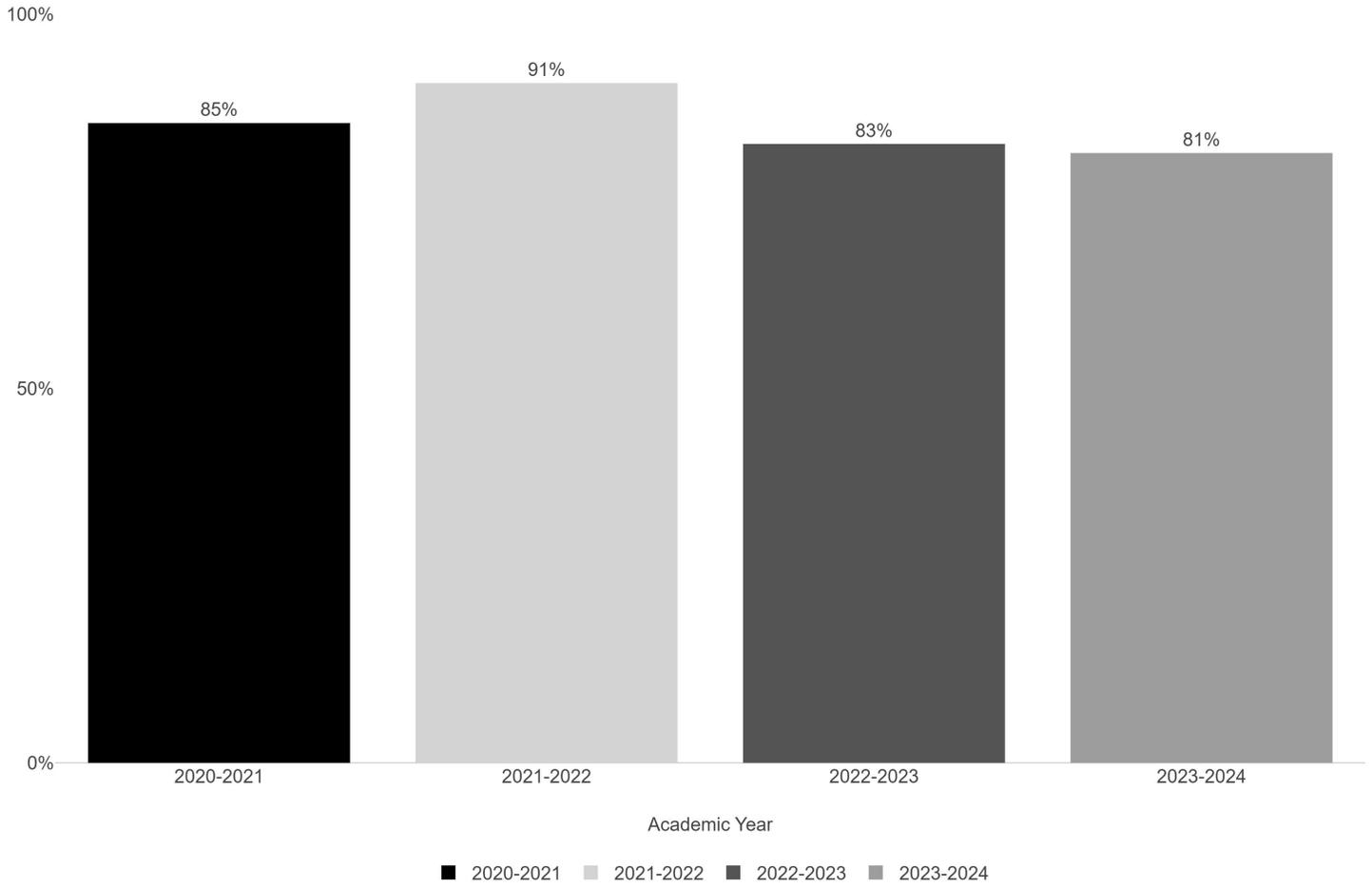


Retention is essential as we implement comprehensive counseling and program practices that support the case management model of EOPS. Our analysis of retention rates among EOPS students reveals an overall retention rate of 85% from 2020 to 2024. Likewise, EOPS/CARE students have achieved a stable retention rate of 81%. We continue to integrate workshops, events, and activities specifically designed for our CARE students, which have been effective in retaining a significant number of them. By examining external factors that may have influenced the success and retention of our CARE students, we can gain insights into how to further improve and tailor our services to meet their unique needs.

EOPS Only Retention Rates



EOPS/CARE Retention Rates



NEXTUP Retention Rate



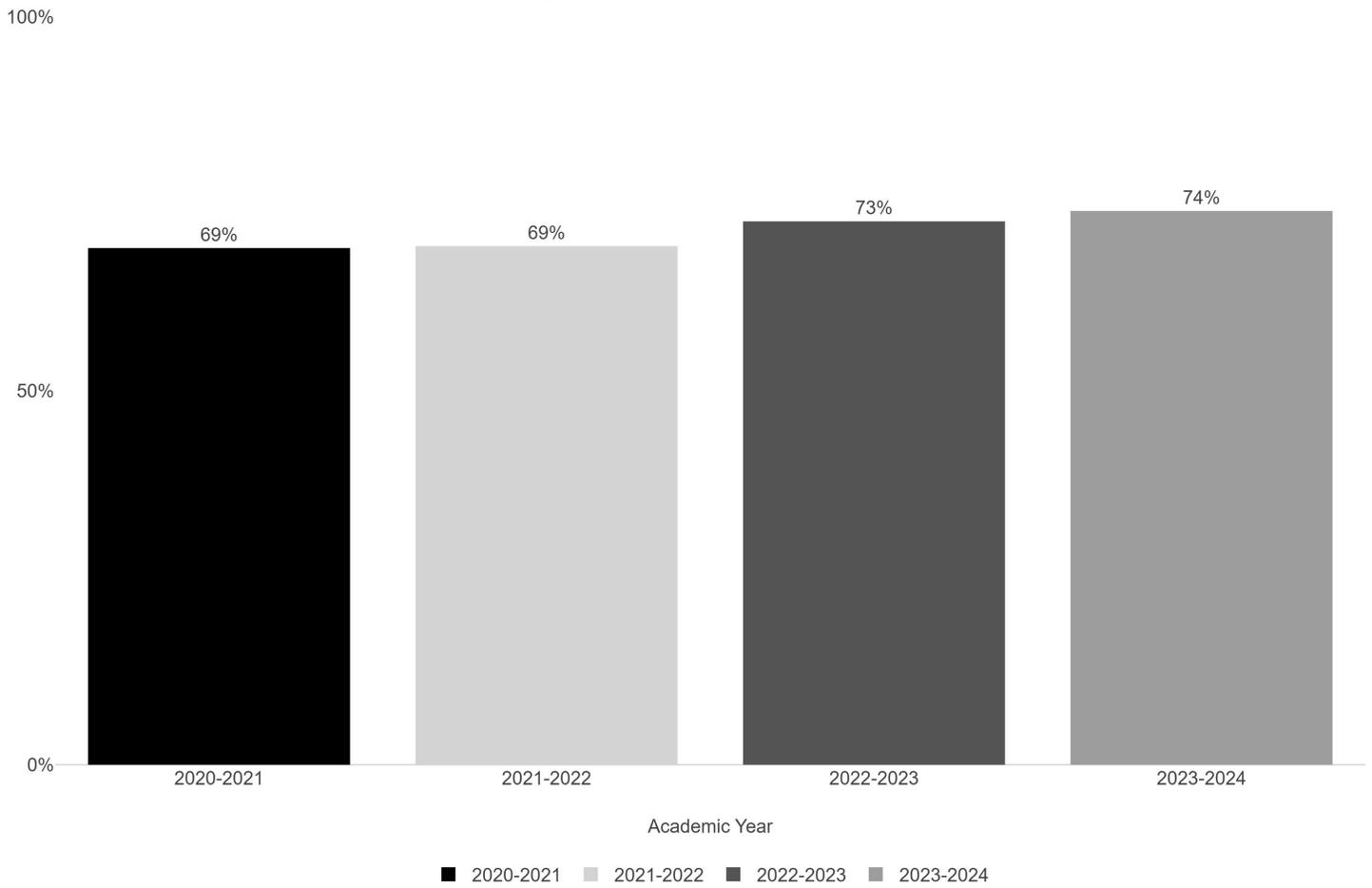
Persistence is essential when evaluating the purpose, intent, and design of program models. Specifically, EOPS students have shown growth in their persistence rates, demonstrating the effectiveness of our case management approach and the counseling methods used during appointments. Additionally, we offer various services, resources, and activities each Fall, Spring, and Summer.

Currently, EOPS students have achieved a persistence rate of 74% from Fall 2023 to Spring 2024. EOPS/CARE students have shown even greater progress, maintaining an 81% persistence rate during the same period. NextUp students recorded a persistence rate of 72% from Fall 2023 to Spring 2024.

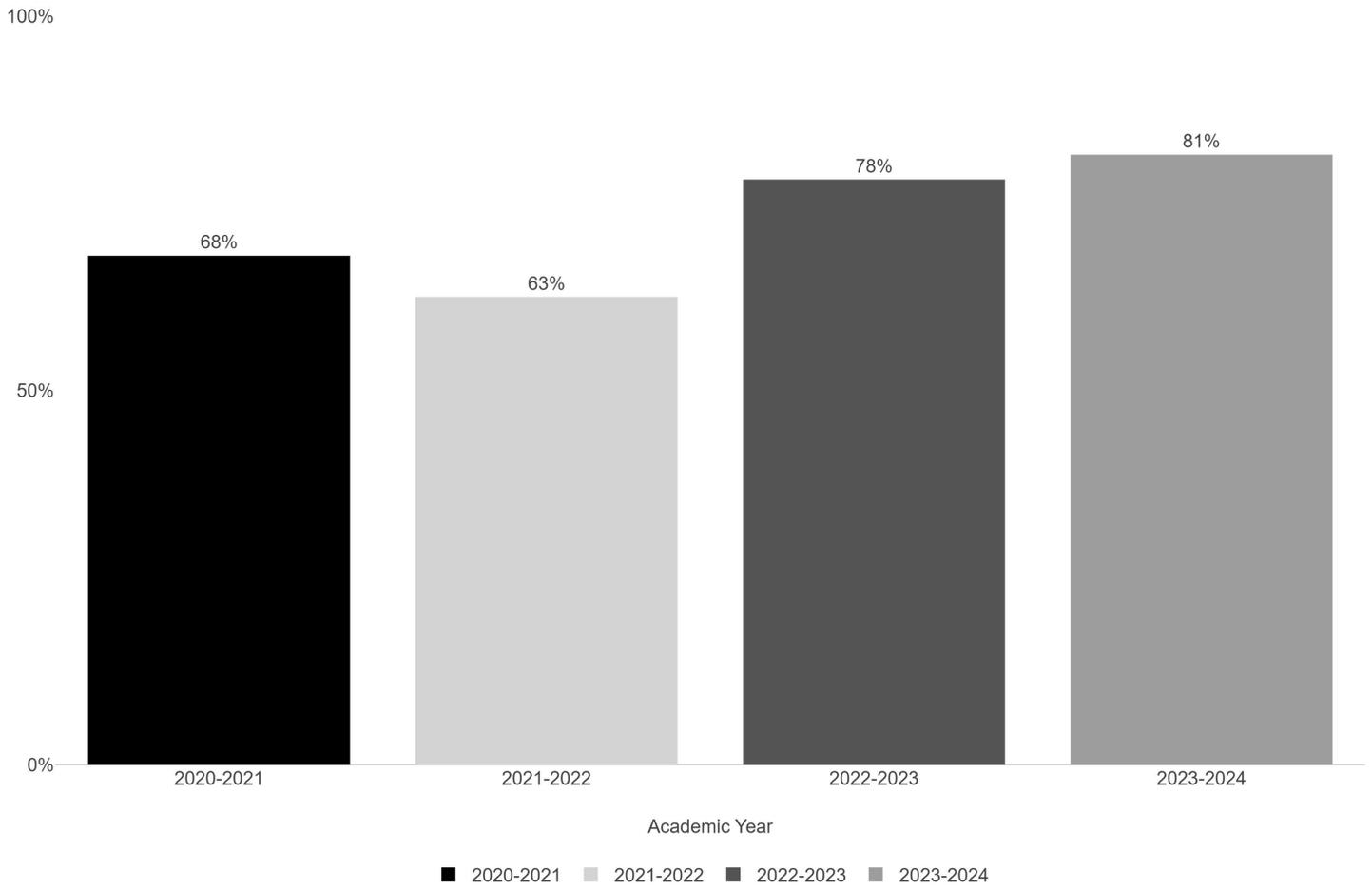
Counselors and staff have consistently improved our workshops, outreach efforts, and events each semester to better meet the needs of our student populations. As a result, our persistence rates have significantly increased across all programs.

It is essential to continue integrating modern approaches that address our students' needs and to implement opportunities for feedback to enhance our services. This focus is vital for improving our overall persistence, retention, and success rates.

EOPS Only Fall to Spring Persistence Rates



EOPS/CARE Fall to Spring Persistence Rates



NEXTUP Fall to Spring Persistence Rate



Student Services (5) - Customer Service First Submission: Version by Aldrich, Christine on 12/10/2024 18:06

a) How was the survey conducted? Please include a copy of the survey.

The absence of a customer service survey during the 2020-2024 period can be directly attributed to the disruptive effects of the COVID-19 pandemic. This global health crisis presented unprecedented challenges. The pandemic significantly impacted customer service operations. Increased demand for assistance, coupled with remote work arrangements and social distancing protocols, placed immense strain on customer support teams. To ensure continuity of service, we had to implement new strategies, such as expanding digital channels and virtual support options. These rapid changes and increased workload made it difficult to allocate resources for conducting comprehensive customer service surveys.

To address this gap, we have developed a new customer service survey designed to capture valuable insights into our students' experiences. This survey will be distributed to our current active student population. By analyzing the results, we aim to identify areas for improvement and implement strategies to enhance customer satisfaction and loyalty.

b) What were the major findings of the customer service survey?

Not Applicable.

c) Describe exemplary services that should be expanded or shared with other programs.

Not Applicable.

d) What aspect of the program's service needs improvement? Explain how the program will address service improvements.

Not Applicable.

Student Services (6) - Conclusions and Recommendations First Submission: Version by Aldrich, Christine on 12/10/2024 18:06

a) Summarize the program's strengths.

- The COVID-19 pandemic drastically shifted the way EOPS and CARE programs provided direct services to students. Despite this quick transition staff vigorously worked to provide our students with continued support and services designed to meet the needs of our EOPS population to ultimately ensure student success.
- The EOPS/CARE/NEXTUP staff, faculty, and student workers are dedicated to serving the needs of a diverse student population.
- The EOPS/CARE/NEXTUP staff maintain the goal of student success as a guiding principle of service.
- The EOPS/CARE/NEXTUP Director has been able to maintain current staffing to support the needs of the EOPS/CARE/NEXTUP program. The EOPS/CARE/NEXTUP Student Services Advisor has increased the number of NEXTUP students served in the program from 3 to 20 to 32.
- The EOPS/CARE/NEXTUP Counselors have created strong relationships with the Cal State Long Beach, Cal State Dominguez Hills, and Cal State Northridge.
- The EOPS/CARE/NEXTUP Coordinators have successfully transferred all paper files electronically and moved documents to a single location on SharePoint for better collaboration and communication with EOPS/CARE/NEXTUP team members.
- The Guaranteed Income program was implemented for CARE and CalWORKs students to reduce financial burdens for parenting students.

- The EOPS and CARE programs remain in full compliance with Title 5 regulations and work closely with other on and off campus partners.
- The EOPS/CARE/NEXTUP staff, faculty, student workers maintain a solid working relationship with all segments of the campus and can work collaboratively with other faculty, staff, and administration.
- The EOPS/CARE/NEXTUP program lifts the financial burdens of the students by going "over and beyond and in addition to" with services such as priority registration, book voucher, transportation assistance, meal vouchers, graduation cap and gown, and weekly educational supplies.
- EOPS/CARE/NEXTUP student success and retention rates are higher than that of the general student population at Compton College.

b) Summarize the program's areas that need improvement.

- The EOPS/CARE/NEXTUP program needs a door, plexiglass, or gates to close our office to protect the EOPS/CARE/NEXTUP team in case of an emergency. Our office is an open space that cannot be closed.
- The EOPS workgroup will continue to work closely with the Office of Institutional Effectiveness to monitor Service Area Outcomes (SAO) and understand how to enter data into eLumen.
- Need to track EOPS/CARE/NEXTUP students after they graduate and transfer to a CSU or UC.
- Need to increase the completion of the three required counseling contacts.

c) List the program's recommendations in a prioritized manner to help better understand their importance to the program.

1. Need additional space in the new building to accommodate the expected growth in students, NEXTUP programming, additional staffing and storage.
2. Hire another EOPS/CARE/NEXTUP Coordinator to assist with the NEXTUP Program.
3. Consider hiring or assigning a specific counselor to work directly and focus on the NEXTUP student population.
4. The EOPS/CARE/NEXTUP program has requested a front door and/or plexiglass, to protect the safety of front staff.
5. Identify research methods and advance technology to administer an on-line orientation and other program enhancements.