EOP&S Student Services Outcomes (SSOs) Report

Indicators, Identification of data sources and benchmarks

Student Services Outcomes	Student Services Indicators	Identification of Data Source	Benchmark
Increase College and Career Readiness	Assessment Orientations Workshops Outreach	*SARS *Paper sign-in forms *Participant pre/post evaluations *EOPS/CARE/NextUp applications *HCD 115 enrollment	Participation in community events to inform potential new-to-college students of services, including NextUp; as a result, 591 applications received Summer 2019; 490 students qualified; 370 students completed one of 12 new student HCD 115 EOPS orientations.
Strengthen support for entering students	Assessments Orientations Workshops Trainings Academic guidance Career guidance Follow up services	*SARS *Mutual Responsibility Contract (MRC) *Paper sign-in forms/In-Take Forms *iSEP *Registration in support services (Math Success Program, Connect Center, workshops, etc) *Student Services Resource Center (SSRC)	A total of 370 students completed MRC during F18/Spr19; 229 students utilized SSRC tutoring services; 11 tutors provided services Fall 18; 12 tutors provided services Spring 19. Presentations provided to explain services in DSPS, Veterans Resource, Career Center, Transfer Center
Develop opportunities for students to successfully complete their educational goal.	Retention strategies Workshops Trainings Follow up services Career guidance Academic enrichment Personal enrichment	*SARS *Signed AIM paperwork (internal probation) *Paper sign-in forms	A total of 151 students 18'-19' identified as Academic Improvement Monitoring (AIM) students; 332 student appointments for (AIM); 426 student appointments for Cooperative Agencies Resources for Education (CARE); 103 student appointments for NextUp; a total of 25 CARE sponsored workshops were offered.

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Alignment of student needs with course offerings and campus resources to increase student success.	Meetings Curriculum Program scheduling	*Counseling availability through scheduling on SARS *Tutor availability through scheduling on SARS *Equity plan data *ISEP/course planning, along with AB 705 implementation	Provided 6,209 appointments for new/current participants; scheduling of counseling appointments to meet the student's needs as well as tutor appointments for academic support.
Improve services to support the needs of basic skills students.	Assessments Follow up services Workshops	SARS reporting, SSRC tutoring services	736 hours of tutoring provided each semester; workshops provided to explain SSRC tutoring services, Career and Pathway office, Resume Development.
Enhance, evaluate, and incorporate professional development activities to support student success.	Workshops Orientations Trainings Presentations	*Weekly and monthly staff meetings, on campus trainings, educational workshops, department and district trainings	11 staff attended EOPS statewide Association Conference; staff completion of Sexual Harassment training; Requisition training; workplace safety and budget process.
Develop opportunities for leadership and coordination at the local, district, and state level.	Meetings Trainings Conferences Presentations	*CCCEOPSA Conference registration *Advocacy campaign through the California Community College Board of Governors meetings	Staff attended EOPS statewide Association Conference; New Directors Training, including for CARE and NextUp guidelines, 5 staff members attended Board of Governors meeting.
Provide student services resources to support student success.	Budget Allocations	*Program plan submitted to the Chancellor's Office *PS Financials *Crystal reports	Approved Program Plan, Final Expenditure reports submitted to district; monthly monitoring of budget; secured funding for NextUp (current or former foster youth students).

Please note: EOPS provides services to CARE (Single-parents who they or their children receive TANF services) and NextUp (current or former foster youth) eligible participants.