

## STUDENT SERVICES PROGRAM REVIEW

### EOPS/CARE:

Evaluation team: JoAnn Busenbark, Joann Hagerty, Claudia Martin, Vince Lewis

Extended Opportunity Programs and Services (EOPS) is a state funded program providing assistance to enable low income/educationally disadvantaged students to gain success in the higher educational setting. The services provided exceed general student services. Students must meet specific criteria to be eligible. If a student meets the criteria they may also qualify for CARE (Cooperative Agencies Resources for Education), a collaboration between EOPS and the Monterey County Department of Social Services. CARE students receive a campus meal plan voucher as well as childcare grants to pay for out of pocket childcare expenses not covered by other benefits. These programs make it possible for a number of students to attend college and become successfully trained for employment or well prepared for transfer to a four year institution.

### EVALUATION SUMMARY:

EOPS/CARE receives over a million dollars a year to provide services to over 800 students. The student population is diverse in age and ethnicity. Both programs are responsive and sensitive to the needs of these students and have a staff that is very positive and motivated toward student success. The changing demographics in the student population have been challenging for staff. The staff has worked hard to develop realistic SLO's and done very well. As a group, the staff has developed creative means of delivery of services to maximize the available funds.

1. **Strengths** – responsiveness to student needs; evaluation of change in demographics and enhancing services as appropriate; staff development to grasp growth and change and provide services; development of SLO's that are measurable and realistic
2. **Challenges**- using data to determine budget actions; utilizing changing demographics as quickly as they would like to enhance services
3. **Trends** –increase in Latino populations requires adapting changes in services; budget constraints pose action plan limitations; infusion of federal money may aid increase in number of students
4. **Goals** – use trends and data to enhance services; capture student input to direct program needs; evaluate outreach activities for best possible practices