EOPS Office
Student Services Division

Annual Strategic Plan
January 2020 to June 2021

Our Mission

*Add EOPS history
Driven by a legacy of equity and social justice, we provide a personalized connection for our students so they have the navigational capital to achieve academic success. We enhance the student experience by offering solution-based practices. We provide over and above services aimed to encourage, support, and empower students from entry to completion.

Our Values

Innovative Technology: We apply the use of technology to improve our operations and workflow.

Accountability: We hold ourselves accountable toward meeting EOPS implementation guidelines.

Navigating: We inform and guide students through various campus resources to promote awareness and to build self-advocacy skills that will navigate Foothill College and transition into the 4-year college system and/or their future career.

Specialized Attention: We provide personalized services to meet students' individual and unique needs.

Joyful: We promote a friendly, joyful environment filled with compassion for each other and our students.

Collegial: We work in a supportive and trusting, team-based environment that allows for collegial decision-making.

Innovation: We provide a safe space that encourages innovation and experimentation of ideas.

Community: We foster a supportive and safe community where students have a sense of belonging and feel empowered to thrive in a college environment.

Validating: We validate students' commitment throughout their academic journey.

Annual Strategic Plan

Objective	Data Tool	Data Details	Activities	Deadline
1. Create paperless systems to measure student compliance, access files, documents and policy by Fall 2020.	Pending: Need to explore software capable of meeting EOPS/CARE student file needs	-Not for program review. -Pending Starfish or some other tech platform that is determined by the college.	Build Electronic files	Spring 2021
			Canvas Classroom for student MRC assignments will generate spreadsheet simplifying front desk procedures.	Fall 2020
			Office 365 Storage of accessible forms, documents and Policies	Ongoing
2. Maintain a success rate of 5% or greater average in Certificate, AA Degrees and transfers when comparing EOPS participants to non participants at Foothill College annually.	Request to IR and use CCCCO data query to Compare internal graduation rate /transfer vs state average.	-For program review. -A student is considered an EOPS participant if they participated in EOPS for one quarter or more. The criteria for EOPS participation is: ● Educationally disadvantaged ● Economically disadvantaged (CA promise)	Measure at the end of the academic year.	Annually
3. Build a community: Ensure that at least	Short Surveys to Determine if EOPS/CARE is doing	-For program review	EOPS student focus group.	Fall 2020/Quarterly

95% of EOPS participants feel a sense of community as a result of participating in our program	what the program promotes. Ongoing feedback from program participants. Review Quarterly. Potential use of ipads for real time feedback or survey monkey after visit.		EOPS Club participation	Ongoing
			Move back to 8202: Create physical / social space that will include a computer lab and snacks.	Spring 2020
			Canvas Classroom for MRC requirements and EOPS News, notification and updates 4-year college connection & other important notification. Also open up chat between students. To be facilitated by staff person	(Pilot) Spring 2020; (SCR) Summer 2020; Go live Fall 2020
4. Create a procedure and operating manual by Summer 2020.	Collaborate with staff.	-Not for program review	Each staff member contribute job function and procedure to the handbook.	July 2020
			Revise and complete during Retreat	June/July 2020
5. Minimize Attrition: Lose less than 5% of new and continuing participants from quarter to quarter.	Create retention systems to follow up with students who have not returned for subsequent quarter and/or are not meeting MRC, drop below required units.	-Not for program review -ETS can do argos report? Starfish can do this.	Compliance Sheet: contact opportunity with EOPS staff	Spring 2020
			Peer Advisor, Train EOPS Ambassadors (Long-term: hire retention specialist) to follow-up and/or survey students via email and phone calls	Spring 2020
			Schedule appointments to follow-up with counselors	Ongoing

Student Learning Outcomes

Student Learning Outcome What do we want students to learn?	Service Delivery What services will we deliver to ensure they learn it?	Data Collection Method How will we know they learned it?	Program Review Yes or no?
Mutual Responsibility Agreement: Upon completion of the intake process, students understand mutual responsibility and fulfill requirements expected on a quarterly basis.	● Mutual responsibility contract ● Discussed at orientation ● Document on website ● Introduce Canvas classroom		

CNSL 275: EOPS students who take CNSL 275 will be better prepared to succeed in college and will persist better than EOPS students who have not yet taken the course yet.
 	
1. Demonstrate the intended level of involvement and commitment to EOPS responsibility.
2. Demonstrate an understanding of all the EOPS services and their procedures.
	● Analyze collected data on % of students who successfully completed CNSL 275 and submitted
	    1. Process report and met with counselor 2 times
	    2. Administer a specific assessment/exam to measure basic knowledge on how to receive EOPS services.		

Summer College Readiness Program: Students who participate in SCR will be inspired to enroll fully matriculate for the fall quarter.	• Instructional content 　○ CNSL 275 　○ CNSL 5 　○ CNSL 56 　○ University tours 　○ Service Program Presentations	• Collect registration and matriculation data to assess full enrollment.	
Tutorial Services: Students will initiate tutorial resources as needed to succeed in class process. (revise?)	○ CNSL 275 Presentations ○ Webpage ○ Flyers ○ Tutorial Workshop	• Pre/Post Survey on Tutorial Services (both from tutee/ tutor perspective). Make sure to ask about other services (OH, PTT, STEM, etc.).	
Referral Services: Students will demonstrate that they know how to access to various academic support services including 　• Lab, printing 　• Loan programs (laptop, calculator) 　• Obtain textbooks 　• Make counseling appointments 　• Tutoring request			
Book Service Process: Students will know how to engage in the book service seamlessly and receive books in a timely manner as a result.			

CARE CARE students will understand how to stay in compliance with county and how to continue to be eligible in EOPS.	● Brochure ● Webpage ● Required Assignments ● Presentation to Social Services	● Data from Financial Aid/ CalWorks ● Pre/Post Survey ● Track Calls/ Emails	
Completion Process			
Ed Plans: Students will understand and identify the required courses needed to meet their educational goals.	● Degree works ● Assist ● CSU/UC GE ● Online resources		
Intervention Services Students will understand how to navigate intervention services, how to stay in compliance in EOPS program, and how to get back into good-standing if they fall out of compliance.	● In Person workshops on Starfish with alternate online completion option ● In Person workshops on student responsibilities with alternate completion option.	● Pre/Post Survey ● Track Calls/ Emails ● Track Course Completion	
EOPS Club Student will have the opportunity to learn about student governance (Through FH ICC) and student service leadership through various campus and community service opportunities.	● EOPS Faculty and staff guidance and activity support ● EOPS Club advisor guidance	● Periodic discussion with EOPS Club officers ● Club meeting participation and meeting minutes documentation	
Outreach			
Transfer/Completion:	● Use degree works ● Ed Plan	● Use institutional and internal data to measure	

Students will understand what courses are needed to complete an AA and/or transfer Students will understand the steps and process required for transfer.	● In-person Ed Plan meeting	success rates for degree completion & transfer	

Participation Trends

DATA WILL BE INPUT AT A LATER DATE

Reporting, Audits & Accreditation

● In the past academic year, were there any commendations/special mentions identified in accreditation, audits or mandated reports? If YES, please elaborate (300 words or fewer):

● What were the major citations, if any (e.g. areas of improvement, strategic direction, facilities, personnel, etc.)? (300 words or fewer):

● What actions has the program taken to address the accreditation citations/recommendations? What barriers has the program faced in implementing improvement? (300 words or less):

Meeting Schedule

The purpose of this meeting schedule is:

- to be thoughtful about communication flow within the department;
- to clarify roles and responsibilities of staff;
- to ensure accountability of tasks; and
- to ensure pre-planning is occurring on a particular topic across projects.

Meeting Type	Frequency	Purpose
Bi-weekly staff meeting starting the 3rd week of the quarter.	Bi-weekly Wednesdays or Thursdays 9-11:30 (2.5hrs) Will add additional dates as needed for crucial matters.	- Discuss strategies (Enrollment, compliance, streamlining services, etc…) - Review local and state policy when necessary; - Plan upcoming events; - Report back from department areas and committee participation - Counseling updates - Scholarship reading - Invite other departments to discuss processes that may affect EOPS participants, FA, Honors, TLC, GP team, DSPS and others as necessary
One-on-Ones with direct reports	Once a month	- Providing staff support - Performance strength and growth discussions - Listening to feedback/concerns and problem solve issues - Employee morale building

Leadership Growth Goals

The following goals were developed by the Director of EOPS. Staff will evaluate the leadership growth goals annually.

1. I will work on planning forward and time-management (Balancing students and staff first mindset with administrative responsibilities).
2. I will be consistent with meeting one-on-one with operational staff to reiterate responsibilities and goals.
3. I will lead staff in trusting their decision-making within their area of expertise.
4. I will demonstrate wellness and self-care as a priority.