

Goal Progress Report - Four Columns

Long Beach City College

Student Support - EOPS (Outcomes)

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>Student Support - EOPS (Outcomes) - EOPS Improve Service Delivery-Application Processing Time - Reduce application processing time from 3-4 weeks to 1-2 weeks consistently which will lead to faster student intake- scheduling of new student orientation and development of Educational Plan for complete EOPS matriculation.</p> <p>Start Date: 09/13/2011</p> <p>End Date: 06/29/2012</p> <p>Outcome Status: Active - Currently Assessing</p>	<p>Assessment Task: Randomly sample EOPS applications to document time from application submission to eligibility notification to scheduling new student orientation.</p> <p>Assessment Method Category: Audit - Internal</p> <p>Criteria/Expected Level of Achievement: Show a progression of reduced application processing of from 4 weeks to 1-2 weeks which will allow students to schedule to attend new student orientations sooner and complete the initial development of the comprehensive Education Plan for complete EOPS matriculation.</p>	<p>06/01/2011 - Student Service Unit Outcome: Extended Opportunity Programs and Services</p> <p>1. Intended Outcome: EOPS Improve Services Delivery- Application Processing Time</p> <p>Reduce application processing time from 3-4 weeks to 1-2 weeks consistently which will lead to faster student intake: scheduling new student orientation and appointment to develop the Educational Plan for complete EOPS Matriculation.</p> <p>A. Assessment Task: Randomly sample EOPS applications to document time from application submission to eligibility notification to scheduling new student orientation.</p> <p>B. Assessment Method: Internal Audit which will establish baseline data from which to compare the Fall 2011 application processing time.</p> <p>C. Results:</p> <p>? N = 22 randomly selected EOPS applications processed for Fall 2010 EOPS admissions Summary Attempted to randomly select 25 applications, however, two files were out and were not located before the assessment process. One file was out for an upcoming counseling appointment. The second file was likely out for a counseling appointment as well as is typically the case, but this was not confirmed.</p> <p>The sample was further divided to reflect 1) those</p>	<p>06/01/2011 - Analysis of Fall 2010 application intake process.</p> <hr/>

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		<p>applications processed at the LAC office, 2) those applications processed at the PCC office, and 3) those applications received in April and May of 2010.</p> <p>? Application Processing Overview</p> <p>Summary of timeframe for each step in the EOPS eligibility and matriculation process:</p> <p>1. Receipt of Application to First Processing- Average of 1.5 week to intake an application and identify eligibility before the application is forwarded to the director or the director?s designee for approval across the entire department.</p> <p>LAC = Average of 2 weeks</p> <p>PCC = Average of 4.6 days</p> <p>2. First Processing to Director Approval- Average of 1 week from eligibility determination to forwarding an application to the director/designee for approval across the entire department.</p> <p>LAC = Average of 2.5 days</p> <p>PCC = Average of 1 week</p> <p>3. Director Approval to Completing Orientation- Average of 2 weeks from student notification of eligibility to completing an EOPS new student orientation across the entire department.</p> <p>LAC = Average of 2 weeks</p> <p>PCC = Average of 1 week</p>	

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		<p>4. Orientation to Completing Ed Plan/Ed Plan Appointment- Average of 3.2 weeks from the completion of a new student orientation session to the scheduling and completion of an Educational Plan counseling appointment.</p> <p>LAC = Average of 2 weeks</p> <p>PCC = Average of 4 weeks</p> <p>5. Ed Plan to Input of Book Grant Code in EOPS Bolton for Book Grants- Once a student has completed an Ed Plan, the director is notified and subsequently enters a book grant code into the EOPS Bolton to indicate that the student is eligible for a grant. This process takes an average of 3.9 days to be completed. Information regarding eligible students is then forwarded to the financial aid office for input into the financial aid award system. It takes an average of 5-10 days for the funds to post to Higher One.</p> <p>LAC = Average of 1 week</p> <p>PCC = Average of 2.6 days</p> <p>6. Application Processing Timeframe Summary:</p> <p>a. From receipt of application to completion of orientation = An average of 4.5 weeks across the entire department. LAC = Average of 4 weeks and 2.5 days</p> <p>PCC = Average of 2 weeks and 4.6 days (approximately 3 weeks)</p> <p>b. The total process from receipt of the EOPS application to inputting the grant code takes an</p>	

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		<p>average of 9-10.2 weeks across the EOPS department.</p> <p>D. Discussion</p> <p>April/May 2010 Applications ? It should be noted that one-third of the sample was extracted from the overall department analysis of the EOPS application intake process. This was due to the fact that applications in this portion of the sample were first received either at the end of April throughout May. There are several factors in play during this period historically:</p> <ol style="list-style-type: none"> 1. A financial aid process that develops automatic invitation to apply to EOPS letters is activated in April or May for the upcoming fall term. 2. This is a transitional period for EOPS where the program plans and implements its year-end recognition banquet and ceremony for EOPS honor students and those who have completed their educational goal. 3. Due to end of year activities, the EOPS staff are not yet prepared to transition to processing applications for the upcoming fall term. 4. Processing applications for the upcoming fall term typically starts in earnest beginning June 1. <p>? The April/May applications are somewhat of an anomaly to the normal or average processing patterns in June, July and August specifically. The average time from receipt of application to completion of a new student orientation in this baseline analysis is 11.5 weeks, 7 weeks longer than the average timeframe across the department in regular processing periods. Clearly students will be waiting a bit longer if EOPS accepts</p>	

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		<p>applications in April and May and begins notifying students of their eligibility in June and thereafter (at least a 4-week waiting period), however, students should be able to complete a new student orientation as early as June, soon after eligibility is determined in April, May and the beginning of June. Students in this sample completed an EOPS orientation in July, August and September, much later than students who submitted an application for the first time in June and thereafter. It could be that students lost interest and the momentum was slowed for this group given the length of time it took the department to determine eligibility and then schedule an orientation appointment.</p> <p>Disparities in Processing Timeframe Between LAC and PCC Offices ? There are clear differences in process timing between the EOPS offices; there are some points within the intake and eligibility process where LAC affects a shorter timeframe and others where PCC affects a shorter processing timeframe. However, PCC has a shorter overall processing timeframe for the period of receipt of the application to completion of the new student orientation (average 3 weeks at PCC versus 4 weeks and 2.5 days at LAC).</p> <p>o Attributable causes: 1. The director works at both campuses, 3 days at LAC and 2 days at PCC during the regular academic year. This will impact when she is able to approve EOPS applications for either campus, though during heavy processing periods the goal is to approve applications on the day they arrive in the director?s inbox.</p> <p>2. There are two full-time counselors at LAC which</p>	

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		<p>may account for the shorter turn-around time from orientation to the scheduling and completion of the Educational Plan (average 2 weeks).</p> <p>3. There is one full-time counselor at PCC who must have 1-hour Ed Plan appointments scheduled, no back-to-back 1-hour appointments which may account for the longer turn-around time from orientation to the scheduling and completion of the Educational Plan (average 4 weeks).</p> <p>E. Suggested Strategies for Reducing Application Processing Timeframe- EOPS should in some way coordinate its resources to maximize each campus' strengths in the application intake and eligibility determination process. While the program has been significantly impacted by a major reduction in workforce (4.5 FTE classified positions) and the inability to fill vacancies due to significant budget cuts in the 2009-2010 fiscal/academic year, the program has a balance of classified staff members who are directly responsible for application intake (one EOPS Program Specialist and one EOPS Program Assistant I per campus). The PCC campus has affected an average 4.6-day turn over period from the receipt of application to when the application is actually processed for eligibility determination. And though only shorter by one week, PCC has effected an average 3-week turn-around from receipt of the application to completion of a new student orientation versus an average 4-week turn-around period for LAC.</p> <p>The program will need to find ways to (not in order of priority):</p> <p>1. Attempt intake most new students from the end of May in the previous academic year through the first two weeks of August leading into the new fall</p>	

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		<p>term, process, orient, and schedule Ed Plan appointments. This will depend in large part on counseling resources available in the month of June in particular. This is ongoing in the Spring/May/June 2011 intake period. Funds were available for counseling daily days in June 2011. Will measure the effectiveness of this strategy in the subsequent program review period.</p> <p>2. Utilize EOPS counseling resources such that there is an equitable distribution of opportunities to schedule an Ed Plan appointment across the department. Allow students to complete Ed Plan appointments at either campus from June through the first two weeks of August.</p> <p>3. Utilize counseling resources outside of EOPS to help initiate an Ed Plan from June through the first two weeks of August (perhaps beyond?)</p> <p>4. Centralize processing such that all available classified resources are applied during the heaviest intake periods.</p> <p>a. Identify other potential issues that may delay the receipt to orientation timeframe.</p> <p>5. Offer compensation time for classified processing activities beyond contract hours.</p> <p>Additionally, this information will be shared with the EOPS department so that staff and faculty may provide input on additional strategies to help reduce the time from receipt of application to receipt of EOPS services.</p> <p>Result Type: Inconclusive</p> <p>Action Status: Action In Progress</p>	

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		<p>Related Documents: Student Service Unit Outcome-Application Processing Summary Analysis.docx</p>	
<p>Student Support - EOPS (Outcomes) - EOPS Improve Service Delivery- Eligibility Notifications - Identify remaining terms of eligibility for continuing EOPS students. Notify students of last term of eligibility for the program one semester to one year prior to the end of eligibility.</p> <p>SLO or SUO: SUO</p> <p>Start Date: 09/13/2010</p> <p>End Date: 06/30/2011</p> <p>Outcome Status: Active - Currently Assessing</p> <p>Strategies for Outcome:</p> <ol style="list-style-type: none"> 1. Update and utilize PeopleSoft reports to identify students who are approaching eligibility limitations. 2. Establish timeline for implementing student eligibility review. 3. Assign staff to various aspects of the review process to complete eligibility checks and then send formal notification to students per the timeline that is developed. 	<p>Assessment Task: Identify students who will term out of EOPS at least one term prior to the end of their eligibility. Assess the processes' ability to accurately identify students who will term out by a count of cumulative units successfully completed (w/ A-D or CR grades in degree applicable courses) and then generate a form letter/email to be sent to the student.</p> <p>Assessment Method Category: Computerized Tracking System</p> <p>Criteria/Expected Level of Achievement: Set an appropriate timeline for scheduling the automated eligibility process, ensure that the process is activated on time and that students are receiving notification one month prior to the start of the final term of eligibility.</p>	<p>06/01/2011 - Student Service Unit Outcome: Extended Opportunity Programs and Services</p> <p>2. Intended Outcome: EOPS Improve Service Delivery- Eligibility Notifications</p> <p>Identify remaining terms of eligibility for continuing EOPS students. Notify students of last term of eligibility for the program one semester to one year prior to the end of that eligibility.</p> <p>A. Assessment Task: Identify students who will term out of EOPS at least one term prior to the end of their eligibility. Assess the process? ability to accurately identify students show will term out by a count of cumulative units successfully completed and then generate a form letter/email to be sent to the student.</p> <p>B. Assessment Method: Computerized tracking system</p> <p>C. Results:</p> <p>? Currently, there is no automated PeopleSoft tracking system that is able to identify whether students are close to meeting eligibility limitations for EOPS. Eligibility limitations are the completion of 70 degree applicable units or the completion of 6 consecutive semesters of participation in EOPS (not including summer sessions), whichever is first achieved. There are Title 5 exceptions for 1) students who participate in DSPS- they may participate beyond the 6 consecutive semesters</p>	<p>06/01/2011 - Will implement drafted 70 unit/6 semester eligibility limitation identification process Fall 2011.</p> <hr/> <p>06/01/2011 - Conducted analysis of current list of students who need eligibility limitation notification for Spring 2011 and moving forward into Fall 2011 and Spring 2012.</p> <hr/>

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		<p>until they have earned 70 degree-applicable units and 2) for students with declared high-unit or ?special majors.? LBCC EOPS has an established policy that allows special major students to continue in the program until they have earned 90 units or have completed 8 consecutive semesters in the program, whichever is first achieved.</p> <p>? EOPS possesses two Bolton reports that will identify students who have 1) completed 70 or more units or 6 or more consecutive terms and 2) those who have completed 45 or more units. The latter report also includes a major field (plan description) and a field that indicates whether the student is currently participating in the term selected for the report.</p> <p>? The EOPS director has drafted an Eligibility Identification and Notification process that includes classified staff and counseling faculty participation in conjunction with producing the aforementioned reports. This process has not yet been implemented but will be implemented beginning the Fall 2011 semester.</p> <p>? After running the current available report entitled 70 unit or 6 Semester Report, 220 students were identified for eligibility notifications:</p> <p>Unit Evaluation Only</p> <ul style="list-style-type: none"> o 9 special major students were identified as students who must be exited at the conclusion of Spring 2011 if the students passed spring enrolled units. Confirmation of units completed must take place for notification is sent. o 12 special major students whose last term will be Fall 2011 unless additional units are completed during summer session. 	

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		<ul style="list-style-type: none"> o 18 special major students who will have 1-2 remaining terms of eligibility beginning Fall 2011 unless additional units are completed during summer session. o 22 students who have completed 45-60 units and will have 1-2 remaining terms of eligibility beginning Fall 2011 unless additional units are completed during summer session. Semester Evaluation Only <ul style="list-style-type: none"> o 7 special major students who have met both unit and semester limitations (not necessarily unduplicated from the unit evaluation above). o 22 students who have met the 6 consecutive semester limitation and must be notified and exited at the end of Spring 2011. o 85 students who have likely met the 6 consecutive semester limitation, however, some of the listed majors indicate ?undecided.? Further analysis is needed to determine whether some of these students are special major students where exceptions/exemptions apply. D. Discussion- It is not known whether an automated process can be developed that will automatically notify students when they have one or two terms of EOPS eligibility remaining. This can be explored with IITS, but due to EOPS complexities, it is suggested that the currently drafted process that utilizes both staff and current reports to identify students nearing eligibility limitations. Again, the drafted process will be piloted in Fall 2011. <p>Result Type: Inconclusive</p> <p>Action Status: Action In Progress</p>	

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		<p>Related Documents: 70 unit 6 semester Report 5-17-11.xls Student Service Unit Outcome-Eligibility Limitation Notifications.docx Program Review- Time to Services SUO 6-1-11.xlsx</p>	
<p>Student Support - EOPS (Outcomes) - Meeting EOPS Student Cap - Continue to grow the EOPS program to increase student participation in EOPS and meet the student population cap as defined by the state Chancellor's Office while providing adequate quality services for the number of students served.</p> <p>SLO or SUO: SUO</p> <p>Start Date: 07/01/2010</p> <p>End Date: 06/30/2011</p> <p>Outcome Status: Inactive</p> <p>Strategies for Outcome:</p> <ol style="list-style-type: none"> 1. Collaborate with Financial Aid to identify students who are EOPS income eligible. 2. Collaborate with the district's Outreach Office and Financial Aid outreach efforts to educate and inform the campus and surrounding communities about EOPS. 3. Monitor growth and the number of students served such that quality counseling and other services can be maintained. <p>Serve students within the resource capacity of the program.</p>			

