



EOPS/CARE

Fall 2020 Advisory Committee Meeting

November 17th, 2020

Agenda

1. Welcome
2. Ice Breaker
Coordinator
Maria Hernandez Figueroa, EOPS/CARE
3. Impact of COVID in Spring 2020
Julie Marquez, EOPS/CARE Director
4. Student Panel
5. Transition of Services to Online
EOPS/CARE Counseling
Urias Garcia, EOPS/CARE Counselor
EOPS/CARE Workshops/Events
Maria Hernandez Figueroa, EOPS/CARE
Coordinator
6. Plans for Spring 2020 Semester
Maria, Urias & Alex
7. Fall 2020 Challenges & Successes
8. Closing

Impact of pandemic (looking back at Spring 2020 and start of Fall 2020)

Data

- 1339 Active EOPS/CARE Students in Spring 2020
- **168** EOPS/CARE students **dropped all units** during Spring 2020 semester (**12.5%**)
- Out of the 168 students who dropped in Spring 2020, 154 students did not enroll in courses this semester (Fall 2020)
- 892 out of 919 eligible EOPS/CARE students re-enrolled in Fall 2020
 - Some students were no longer eligible because they graduated and/or transferred or because they reached 70 + degree units
 - We did not drop students so long as they made at least 1 counseling contact

Retention Strategies:

- Phone banking, texting, e-mails
- Provided students information about CARES Act Funding
- Send reminders about priority enrollment date. On the first day of Fall 2020 priority registration we had over 700 students take advantage of their priority registration date.



Student Panel

- 1) How long have you been in EOPS and/or CARE Program?
- 2) What is your major and career goals?
- 3) Tell us about your experience in the EOPS and/or CARE Program?
- 4) What can the program to improve ? / What else can the program do to help?
- 5) What are the greatest challenges you have faced during this panedmic? How has the EOPS/CARE Program helped you overcome those challenges?

Student Panelist: Yesenia Cook, Ana Hernandez, Jorge Martinez, Gilbert Alcaraz

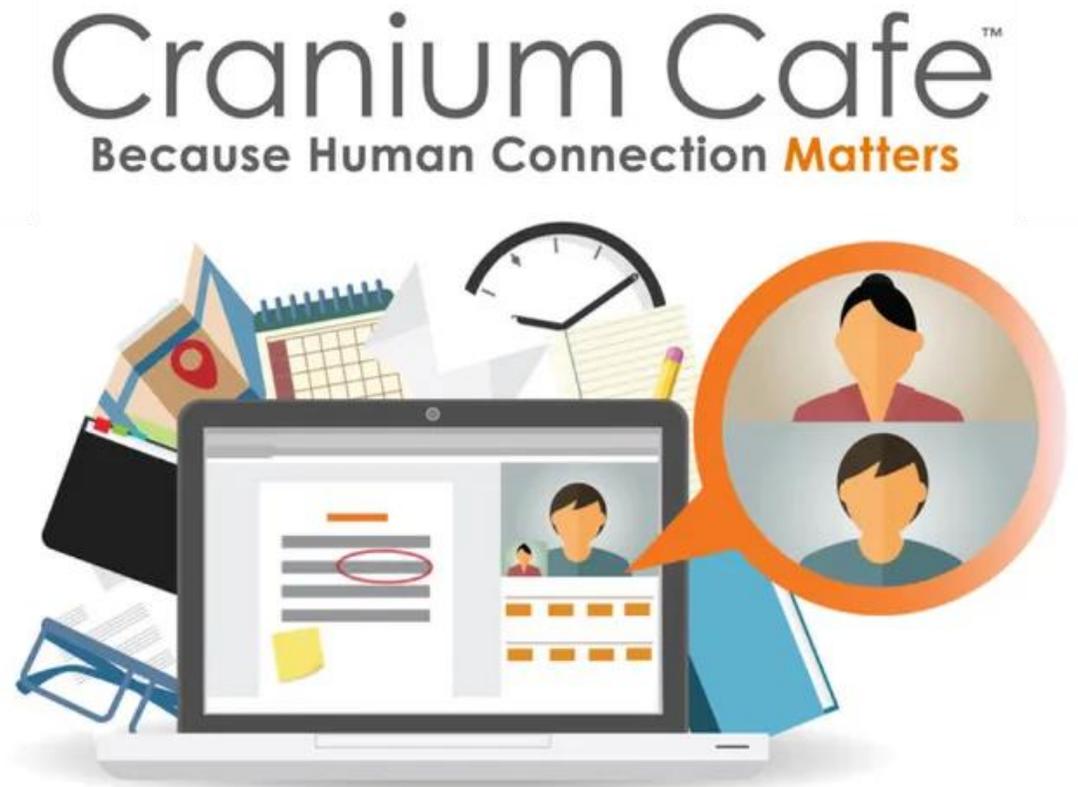
Transition of our EOPS/CARE Counseling services:

To book an apt. students can:

- 1) Book apt. online
- 2) Call our EOPS Hotline
- 3) Log into our open Zoom Hours

Format of appointments:

- 1) Phone Apts.
- 2) Cranium Café Apts.
- 3) Zoom (only by special request)



Transition to online EOPS/CARE Workshops & Events

20 + workshops have been offered since the start of the academic year !!!



Spring 2020 Plans

- Mentoring Program Coming Spring 2020
- CARE Circles
- Opening workshops to EOPS students at other colleges



Challenges & Successes

EOPS Hotline

- Challenges: Can only answer one call at a time, students are use to getting ahold of us at our office number
- Pros: Different staff can answer the line, easier to see missed calls and review messages

Student Engagement

- Challenges: Harder to get ahold of students, student's number are no longer in service, too many e-mails are sent out
- Pros: Created a CANVAS shell to communicate with students, added profile information for all EOPS team members

Recruiting New Students

- Challenges: It's difficult to "recruit" online

Staffing

- Pros: Working parents are able to work from home while still talking care of their children
- Challenges: Short-staffed



Feedback

1) What challenges are you all facing in your organizations?





Announcements

- UndocuTransfer Workshop Series Immigration Legal Services
- CSU application cycle and EOP application deadlines
- Live Your Dream Awards

Closing



<https://www.youtube.com/watch?v=yCNAVPy5vlo>