

## 2012-13 CARE Year End Report

**College:** Santa Ana College

**Students Served: 42**

**Coordinator/Counselor:** Ann Lockhart  
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### **Program Objectives Achieved:**

The Santa Ana College CARE program served a total of forty-two duplicated students for fiscal year 2012-13 for fall, spring and summer semesters. The CARE program office is located in the centrally located Johnson center, where EOPS, CalWORKs and the Foster Youth program are housed.

The CARE program objectives were achieved, in that they were provided "over and above" EOPS program services as follows:

- On-going contact with the CARE Counselor-beyond the required three.
- Received one \$7.00 meal ticket one time a week for two semesters to redeem on the campus cafeteria.
- School supplies
- Provided 30 or 120 day bus passes (if not provided by CalWORKs ancillary)
- Monthly self-development, job development or academic success workshops

### **Textbooks:**

The majority of CARE students receive textbooks through their CalWORKs ancillary request. Student not eligible for the CalWORKs benefit were provided a \$150.00 textbook voucher per semester to redeem at our bookstore.

### **Tutoring & Computer Resource Center:**

This year CARE students increased their utilization of the EOPS/CARE Resource Center in-house tutoring services in various subjects at the Tutorial Learning Center. Additionally, CARE students utilized the small computer resource center located within the EOPS/CARE offices and were often found using the small study area outside the CARE Coordinators office.

### **Counseling:**

CARE students are required to schedule three appointments a semester to develop educational plans, establish completion timelines and build a supportive relationship with the counselor essential to increasing student persistence and academic success. Students typically meet with the CARE counselor beyond the three required appointments to address unplanned personal obstacles that hinder their focus.

CARE students have truly embraced the counselor's open door policy and appreciate they do not have to wait to seek immediate support or an answer to a pressing question.

### **Outreach Efforts:**

Reflected statewide, the number of CARE program participants have declined the past two years. Outreach efforts have increased and include on-campus classroom presentations, as well as off-campus presentations to community single parent services such as senior teen-parent classrooms and shelters for expected mothers twice a semester.

The majority of CARE referrals are from CalWORKs counselors and are also identified from the EOPS application process. This year we added a very visual bulletin board outside the CARE office that has attracted inquiries about SAC services to single parent students.

### **Workshop and Conferences:**

This past year the CARE program offered three workshops a semester that included a warm meal, guest speaker, activity related to the topic and feedback from students on the topic or program related. In addition to the information and increased motivation to remain committed to their goals, students have benefited from *the networking* and *developed support systems* established during the workshops. These supportive relationships usually strengthen post workshop and have resulted in team studying, exchange of community resources, play dates with their children and coaching one another during challenging times throughout the semester. Topics included:

There was a total of seven workshops offered Fall 2012 and Spring 2013 semester. Topics included:

- Time Management
- Self-Care
- Gearing Up for Finals-Test Taking Strategies
- Resume to Interviewing
- Communication and Self-Advocacy
- Using Technology to Explore Careers and Majors
- You're a Winner-Scholarship Application

### **The CARE Coordinator and Counselor attended the following conferences:**

- EOPS/CARE Annual New Directors /Coordinators Training-September of 2012.
- EOPS/CARE Statewide Technical Assistance Training-March 4-5 2013.
- CARE Region VIII Training Conference-March 1, 2013.
- CalWORKs Association Conference-April 15-17 2013.

### **Advisory Committee:**

The EOPS/CARE advisory committee met on January 17, 2013 and April 25, 2013. Committee members represented faculty and administrators from SAC's Outreach, DSPS, EOPS, Trio/Talent Search, and Counseling divisions. Community representation included personnel from California State University

Fullerton, Santa Ana Unified School District, Comunidad Latino, a supportive community entrepreneur and a retired EOPS/CARE counselor. Student CARE representative attended and participated. The agenda included statistical information related to students served, retained and planned growth for the 2013-14 academic year. Other agenda items included current eligibility requirements for enrollment and retention, and how the EOPS/CARE program current structure aligns with the implementation of the new Student Success initiatives being implemented in 2013-14 and 2014-15 academic years. Information was provided related to future growth plans as a result of the EOPS/CARE budget restoration that include increased "over and above" services, increased services related to tutoring for basic skill courses and early identification and intervention of students at risk of not successfully completing courses. Advisory committee feedback was positive and all appeared impressed that the EOPS/CARE program has been proactive in ensuring that participants are retained by counseling monitoring and extra services that increase academic success and persistence.

### **Special Activities:**

- Fall semester lift off-September 6, 2012
- Annual Harvest of Toys-November 28, 2012
- Annual CARE Holiday Event-December 6, 2012
- Five students attended the "Care-to-Climb," CARE Region VIII Conference-March 1, 2013
- EOPS/CARE Ice Cream Social-July 2013

### **Student Successes-including Recognition awards and scholarships:**

All students were recognized for "small and big" successes at the annual recognition ceremony held on May 17, 2013.

### **Scholarships:**

Eight CARE students received scholarships through Santa Ana College's Scholarship Endowments:

- Toni Delgado
- Ana Siddiqua
- Rosalva Herrera
- Nunuxie Garibay
- Joanna Garcia
- Kimberly Velazquez
- Guadalupe Cruz
- Maira Ortuno

One Santa Ana Student received the Region VIII CARE scholarship:

- Roxana Silva

### **Recognitions:**

Santa Ana's biggest endowment contributors were very impressed with one CARE student's perseverance to transfer to Cal State Fullerton and awarded her additional monies to ensure success at the university level. This was an unprecedented occurrence in the entire history of the college.

- Toni Delgado

One CARE student was nominated for the distinguished Hammond Cross Volunteer Award and as Class of 2013 Valedictorian.

- Ana Siddiqa-Honors Program completed

### **Transfer/Graduation/Certificates:**

*Four students transferred to California State University Fullerton:*

Toni Delgado	Sociology major
Kimberly Velazquez	Sociology major
Guadalupe Cruz	Child and Adolescent Development major
Jacklynn De La Riva	Math major/single subject teaching

*Five students earned an Associate's Degree:*

Toni-Delgado	Associates of Arts Degree in Liberal Studies
Kimberly Velazquez	Associates of Arts Degree in Liberal Studies Associates of Arts Degree in Sociology
Guadalupe Cruz	Associates of Arts Degree in Liberal Studies
Jacklynn De La Riva	Associates of Arts Degree in Liberal Studies
Ana Siddiqa	Associates of Arts Degree in Liberal Studies with High Honors & President Scholars

### **Outstanding Program Success and Acknowledgements:**

This year the CARE program submitted an application to compete for funds awarded through the Associated Student Government. The ASG Leave-a-Legacy awarded the CARE program \$1,950.00 to purchase laptops that are checked out for on-campus usage. This is worth noting because the applications are reviewed strictly by ASG officers, who felt it a priority to support the CARE single parent student in increasing access to technology to academically achieve.

Four CARE students participated in the CalWORKs student assistant program. Students were placed in the Scholarship, Outreach, Admissions and Records and the Business Division offices on the Santa Ana campus. Their contribution was positive and all four were requested to return to their work sites for Fall 2013. This was monumental in that the CARE students reinforced a positive reputation for the CalWORKs student assistant program. The networking students made and collaborations with campus staff and

administrators validated the student's sense of value and positive outcomes when they demonstrate positive work ethics.

### **Overall Program evaluation and comments:**

The 2012-13 CARE program increased focused on supporting students to sustain their motivation to meet their semester and year-end goals. Emphasis was placed on the transfer-ready students providing mentoring to newly enrolled and continuing students. Additionally, the program provided additional information and services that encouraged students to optimize their economic opportunities, such as providing an in-depth scholarship workshop to assist students with the application, enrolling eligible students in the CalWORKs work study program, and encouraging students via e-mail to complete the financial aid application in its entirety in a timely manner to maximize their financial aid benefits throughout the entire semester.

CARE students benefited from the exposure and guidance of the Masters in Social Work who interned for the EOPS/CARE program. Having been a single parent who begin her higher educational journey as a work study student she provided support encouragement and role modeling to CARE students.

While the Santa Ana CARE program has continued to grow in terms of access and services, the number of participants is declining. It is the goal to increase participants by increasing outreach activities on and off campus. The CARE coordinator is developing surveys to measure program and student learning outcomes and will facilitate "focus" group discussion prior to each workshop to obtain feedback from students on how the program is meeting their academic needs and how it can be improved.

The CARE program has also developed an "Engage for Education Excellence" incentive program for 2013-14 academic year that encourages students to utilize campus and EOPS services. Students will be awarded a Target gift card should they meet the points required at the end of the semester.

In conclusion, the CARE program has demonstrated that CARE students do achieve academic success, are recognized for scholarly achievements (scholarships and accolades), are retained, and receive Certificates, Associates Degrees, and/or positioned for transfer success. Most fulfilling has been the recognition among faculty, colleagues and other campus departments that SAC's CARE Program contributes significantly to the success of its CARE eligible single parent student population.

# SANTA ANA COLLEGE

## EOPS YEAR END REPORT, 2012-13

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### Program Staffing Resources and Changes

- Part-time EOPS Director (Associate Dean for EOPS/CARE and CalWORKs)
  - Marsha Gable resigned December 2012
  - Sara Lundquist, VP of Student Services, provided interim supervision, January – June 2013
  - Christine M. Leon began June 27, 2013
- Two full-time Counselors (Madeleine Nguyen and Jane Mathis), one Counselor/Coordinator for CARE/CalWORKs (A. Lockhart), and adjunct counselors as needed.
- Part-time Faculty Coordinator, Gabriela Sanchez, supervises EOPS Resource Center and 4 Tutors.
- Six classified staff (various percentages of assignment to EOPS) provide administrative and clerical support.
- MSW Intern, Maribel Pineda, provided programming support and compiled workshop survey summaries, under the supervision of Ann Lockhart, Fall '12 and Spring '13.
- Student Assistants (Federal work-study, CalWORKs work-study, or EOPS-funded).

### Students Served (includes CARE Students)

- Summer 2012: 401 students
- Fall 2012: 890 total (622 continuing, 268 new)
  - 622 of 804 eligible students (77%) continued their participation in EOPS from Spring '12.
- Spring 2013: 725 total (653 continuing, 72 new)
  - 653 of 840 eligible students (78%) continued their participation in EOPS from Fall '12.

***See page 3 for 2012-13 Student Profile, including demographic information, academic scholarship, successful completions and degree certifications.***

### Program Outreach Efforts

- EOPS works with SAC's Outreach Office to ensure that information about program eligibility criteria, program requirements and benefits and open application periods are shared with prospective students. Additionally, EOPS conducted "in-reach" to current SAC students in Spring 2013 to bring in eligible students for Fall 2013.

### EOPS/CARE Advisory Committee

Both meetings were chaired by Sara Lundquist, SAC's Vice-President of Student Services, who provided program oversight and supervision in the absence of a permanent EOPS Associate Dean.

- January 17, 2013: (15 campus and community partners in attendance)
  - Review of Committee Charge, EOPS/CARE eligibility criteria, program budget, student demographics and announcements
- April 25, 2013 (13 campus and community partners in attendance)
  - Presentation and discussion of SAC's Student Success Scorecard, review of new registration priorities and processes, student target numbers based on current and projected allocations, discussion regarding student services (e.g. enroll more during fall semester, best ways to communicate with students informed, etc.), update on Associate Dean search.

### Representative "Over and Above" Services and Activities Provided to SAC's EOPS Students

- Counseling contacts:
  - Summer 2012: 240 scheduled; 222 (93%) were completed
  - Fall 2012: 2,050 scheduled; 1,871 (91%) were completed
  - Spring 2013: 2,162 scheduled; 1,938 (90%) were completed

- Book voucher or transportation assistance:

Term	Book Voucher (\$150)	3-Month Bus Pass	Total	Parking Permit*
Summer '12	90	0	90 (22%)	0
Fall 2012	674	120	794 (89%)	77
Spring 2013	526	127	653 (90%)	86

\*Semester parking permits distributed by lottery system to students in good standing who do not request a bus pass.

- Fees for Student ID and ASG Activity Sticker paid for new incoming students
- Early Scheduling Advisement and Priority Registration
- Study Skills 091 (“Effective Study Techniques, 1 unit) and Study Skills 109 (“College Learning Skills”, 3 units, CSU-transferable) courses are heavily marketed to new and continuing EOPS students.
- The EOPS Resource Center provides on-site individualized tutoring, book/calculator loans, computer access, printing, and study space.
  - Open for service: 1856 hours in Fall '12; 1842 hours in Spring '13
  - Fall '12: 53 students booked for 235 tutoring hours, with a 98% completion rate  
Spring '13: 69 students booked for 244 hours, with a 93% completion rate
  - Textbook loans: 79 students in Fall '12; 78 students in Spring '13
  - Calculator loans: 63 students in Fall '12; 64 students in Spring '13
- Subsidized support of 26 EOPS students (which included 1 CARE student) to attend SAC’s Summer Scholars Transfer Institute (SSTI) program, a 10-day residential study experience at UC Irvine, August 2012.
- Subsidized support of 15 EOPS students (which included 1 CARE student) to participate in the SAC’s Spring 2013 Transfer Trip to Northern CA.
- EOPS hosted its Annual EOPS Graduation Reception in May 2013. District Trustee, Larry Labrado, SAC’s VP of Student Services, Sara Lundquist, and program faculty and staff hosted 225 students and guests.
- A separate report regarding additional “over and above” services provided to CARE students, submitted by CARE Program Coordinator/Counselor Ann Lockhart, was reviewed and accepted by Cheryl Wong on October 10, 2013.

### **Campus/Community Engagement by Program Staff and Students**

#### **Service by Program Counselors and Staff**

- Marsha Gable, Associate Dean, and Ann Lockhart, CARE Coordinator/Counselor, attended the EOPS/CARE New Directors Training in September 2012.
- Marsha Gable, Associate Dean, attended EOPS Directors Region VIII Meetings during Fall 2012.
- EOPS Counselors, Ann Lockhart and Jane Mathis, and staff, Maria Carranza and Blythe Paz, attended the EOPS Technical Training in March 2013.
- Two EOPS classified staff, Maria Carranza and Blythe Paz, served on the screening committee for EOPS Associate Director position, Spring 2013.
- In Spring 2013, EOPS Counselor, Madeleine Nguyen, was elected to serve as SAC’s Counseling Division’s Junior Secretary to the Academic Senate for 2013-14.

### **Program Review and Evaluation**

- Various program stakeholders (Advisory committee members, reps from other SAC departments, program counselors and staff, student participants) dialogue on a regular basis to update and revise department goals and objectives, and to review documented evidence of achievement.
- Monthly meetings with Associate Dean, counselors and staff (separately and jointly) help to inform and guide program planning and budget decisions, as well as ensure high standards of effectiveness and efficiency. Standing agenda items include staffing responses to program workload needs, campus updates, “best practices”, and summaries from professional development activities and conferences.

SANTA ANA COLLEGE: EOPS / CARE STUDENT PROFILE		2012-13	
<b>Number of Unduplicated Students Served (inclusive of 44 CARE students)</b>		<b>962</b>	
<b>Ethnicity:</b>			
<i>Asian</i>	168	17.46%	
<i>African-American</i>	11	1.14%	
<i>American-Indian</i>	7	0.73%	
<i>Pacific Islander</i>	3	0.31%	
<i>Hispanic/Latino</i>	746	77.55%	
<i>White</i>	18	1.87%	
<i>Other</i>	8	0.83%	
<i>Decline to State</i>	1	0.10%	
<b>Age:</b>			
<i>under 18</i>	2	0.21%	
<i>18-19</i>	399	41.48%	
<i>20-21</i>	298	30.98%	
<i>22-29</i>	139	14.45%	
<i>30-39</i>	48	4.99%	
<i>40-49</i>	30	3.12%	
<i>over 50</i>	46	4.78%	
<b>Gender:</b>			
<i>Male</i>	351	36.49%	
<i>Female</i>	661	68.71%	
<b>Student Scholars (based on Spring 2013 GPAs of 725 active students)</b>			
<i>3.75 - 4.00</i>	51	7.03%	
<i>3.50 - 3.74</i>	61	8.41%	
<i>3.00 - 3.49</i>	177	24.41%	
<i>2.50 - 2.99</i>	207	28.55%	
<i>2.00 - 2.49</i>	135	18.62%	
<i>Total number of students "in good academic standing" (2.0 or higher)</i>	631	87.03%	
<b>Scholarship Recipients</b>	41	<b>Scholarship Total: \$36,100</b>	
<b>Successful Completions (defined as 6 consecutive semesters, 70-degree applicable units, or degree-certification)</b>		18.92%	
<i>6 Semesters</i>	45	4.68%	
<i>70 Units</i>	107	11.12%	
<i>Graduated (see details below)</i>	30	3.12%	

Graduates, 2012-13 (TOTAL 30)		Highest Honors	Honors	Dept Honors
Certificate of Proficiency	1			
Certificate of Achievement (CA)	1			
CA/CSU GE	21			
CA/IGETC	7			
AA/AS	37	1	3	1
AA-T/AA-S	4		1	1