



EOPS/CARE

Policies & Procedures
2009-2010

Saddleback College

EOPS Policies & Procedures

Saddleback College

Chapter 1- Purposes

1.1	Purpose of the EOPS Program.....	4
1.2	Purpose of the CARE Program.....	4

Chapter 2- Program Eligibility

2.1	Residency Requirements.....	5
2.2	Course load.....	6
	2.2.1 DSPS Students	
	2.2.2 Entering under 12 units	
2.3	Unit limitations.....	6
2.4	Income.....	7
2.5	Educational Disadvantage.....	7
2.6	CARE Eligibility.....	8
	2.6.1 CARE Eligibility when Cash Aid Changes	
	2.6.2 CARE Eligibility when Student Marries	
2.7	Procedure for Processing New Students.....	9
	2.7.1 Eligible Students	
	2.7.2 Ineligible Students	
	2.7.3 EOPS Transfers	
2.8	Limitations on Eligibility.....	11
	2.8.1 70 Units	
	2.8.2 Six Semesters	
	2.8.3 Mutual Responsibility Contract	

Chapter 3- Services & Activities

3.1	Counseling.....	13
	3.1.1 Continuing Students	
	3.1.2 New Students	
	3.2.3 Potential Students	
3.2	Procedures for Scheduling and canceling appointments.....	16
	3.2.1 Tracking purposes	
	3.2.2 Canceling an appointment	
	3.2.3 No shows	
	3.2.4 Group Counseling	
3.3	Tutoring.....	17

Chapter 3- Services & Activities (cont.)

3.4	EOPS and/or CARE Book Services.....	18
	3.4.1 Policy for Book Voucher Distribution	
	3.4.2 Book Vouchers for Second 8-week classes	
3.5	Book Loan Library.....	19
3.6	Parking Permits.....	19
3.7	Bus Passes.....	20
3.8	Cap & Gown.....	20
3.9	Summer Services.....	20
3.10	Priority Registration.....	20
3.11	CARE Assistants Grants.....	21
3.12	EOPS Grants.....	22
3.13	Career packets.....	22
3.14	CARE workshops and support groups.....	22
3.15	Student Recognition.....	22
3.16	ASG Sponsored Events.....	22
	3.16.1 Adopt-a-Family	
	3.16.2 Thanksgiving Dinner	
	3.16.3 Winter Workshop/Toys for Tots	

Chapter 4- Student Responsibilities

4.1	Financial Aid & Academic Progress.....	24
4.2	Counseling Contacts.....	25
4.3	Information Session Attendance.....	25
4.4	Progress Reports.....	25
	4.4.1 Procedures for Progress Report Submission	
4.5	Student Responsibilities & Priority Registration.....	26

Chapter 5- Probation Process

Chapter 6- Advisory Committee

6.1.1	Membership.....	27
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Appendix

- Appendix 1- Group Counseling
- Appendix 2- First Mandatory Counseling Contact Memorandum

- Appendix 3- Counting a Student as Served (Question & Answer)
- Appendix 4- CARE Eligibility with status changes mid-year

Chapter I

Purposes of the EOPS/CARE programs

1.1 Extended Opportunity Programs and Services (EOPS)

The Extended Opportunity Program and Services (EOPS) at Saddleback College is committed to the outreach, success, and retention of college students. The EOPS Program is designed to assist students from educationally and socioeconomically disadvantaged backgrounds. The goals of the EOPS Program are to prepare students to transfer to four-year universities, complete an Associate Degree or achieve a vocational certificate.

1.2 Cooperative Agencies Resources for Education (CARE)

Cooperative Agencies Resources for Education (CARE) is an extension of the EOPS program. CARE serves as an educational support/assistance program for single head-of-household parents who are participants of the California Work Opportunities and Responsibility to Kids Program (CalWORKS)/Temporary Assistance for Needy Families (TANF).

The policies contained in this publication are subject to change and are dependent upon the California state budget and EOPS Implementation Guidelines. The most current version of this document can be found on the EOPS website at www.saddleback.edu/eops

Chapter II

Program Eligibility

56220. Eligibility for Programs and Services. *To receive programs and services authorized by this chapter, a student must: (a) be a resident of California pursuant to the provisions of Part 4I commencing with Section 68000 of the Education Code. (b) be enrolled full-time when accepted into the EOPS Program. The EOPS Director may authorize up to 10% of EOPS students accepted to be enrolled for 9 units. (c) not have completed more than 70 units of degree applicable credit course work in any combination of post secondary higher education institutions. (d) qualify to receive a Board of Governors Grant pursuant to Section 58620 (1) or (2). (e) be educationally disadvantaged as determined by the EOPS Director or designee. In making that determination, the EOPS Director shall consider one or more of the following factors:*

(1) not qualified at the college of attendance for enrollment into the minimum level English or mathematics course that is applicable to the associate degree.

(2) not have graduated from high school or obtained the General Education Diploma (G.E.D).

(3) graduated from high school with a grade point average below 2.50 on a 4.00 scale.

(4) been previously enrolled in remedial education.

(5) other factors set forth in the district's plan submitted to the Chancellor pursuant to Section 56270 of this part.

NOTE: Authority cited: Sections 69648, 69648.7 and 71020 Education Code.

Reference: Sections 69640 through 69655 Education Code.

EOPS/CARE Eligibility at Saddleback College

In order for a Saddleback College student to participate in the EOPS program they must meet the following requirements.

2.1 Residency Requirements

Student must be a California resident as determined by the Admissions and Records office. The residency code is checked on the Alpha-Lan system to assure that the student is a California resident as determined by Admissions and Records. A California resident is indicated on the system by any codes with the exception of 400, 500, 600 or 700. If a student has a 400, 500, 600 or 700 code, they are not permitted into the EOPS program.

2.2 Course Load

Student must be enrolled in at least 12 units at the time of admission to the program. Any exceptions to the 12 unit requirements are made at the discretion of the EOPS Coordinator.

2.2.1 DSPS Students

If the student has a disability and would like to request a reduced unit load, they are required to get a written statement from the Disabled Student Programs & Services (DSPS) office. Their DSPS counselor would recommend a reasonable course load for the student based upon their abilities.

2.2.2 Unit Appeal

Any potential EOPS student who wishes to petition to be admitted to the program with 9-11.99 units must complete an appeal form with as much detail as possible. Also, the student should attach any documentation that may support their appeal to be admitted to between 9-11.99 units. Once the appeal is received by the EOPS office, it is reviewed by the EOPS Coordinator who determines whether or not an exception can be made. A maximum of 10% of students in the program may be admitted under this special circumstance (DSPS students are not included in the 10% limitation).

2.3 Unit Limitations

- Students must have fewer than 70 units of degree-applicable (AA applicable) units. This includes coursework of combined colleges/universities in the United States and/or foreign countries.
- To check on the 70 unit limitations, examine Saddleback College (SC) transcripts and those of other colleges. Count the number of AA applicable units, at SC all courses numbered 299 and under are AA degree applicable.
- If the student attended a previous college, they must submit official transcripts from all colleges to EOPS or Admissions & Records. When official, sealed transcripts are submitted to EOPS, they must be date stamped, scanned and forwarded to Admissions & Records.
- Transcripts are evaluated by an EOPS counselor to verify AA applicable units, regional accreditation and remedial coursework.
- If official transcripts were submitted to Admissions & Records and scanned, they may be accessed by EOPS personnel via ATI Filer.

2.4 Income

- Students must qualify for the Board of Governor's A or B Fee Waiver or have an Expected Family Contribution (EFC) of zero as determined by the Financial Aid office.
- To check the student's Board of Governor's Code view the SIS System screen to check for a code 1 or 2.
- If the student is designated as a BOGW "C" on the SIS, then the income must be reviewed in PowerFails to assure that the student falls into the income criteria.
- Students have two months to complete their FAFSA and provide proof of income to the EOPS/CARE office.

2.5 Educational Disadvantage

Students must meet one of the following educational disadvantages:

- Non-high school graduate
 - Student did not complete their GED or high school proficiency
 - Student had a high school grade point average of 2.49 or less
 - Previous enrollment in remedial education
 - **Placement in non-degree applicable basic skills courses including English 300, 340, ESL 300's and/ or Math 351**
 - First generation college students
 - Parents are non-native English speakers
 - Student is an underrepresented ethnic minority
 - Student is an emancipated youth
-
- The new student only needs to meet one of the educational disadvantage criteria to be eligible for the program along with meeting the residency, unit, financial and unit requirements.
 - The EOPS program must verify non-high school graduate status, high school gpa, remedial education and matriculation placement.
 - **At Saddleback College, non-degree applicable basic skills courses include English 300/340, ESL 300's and/or Math 351.**
 - If the student does not have an educational disadvantage upon entering community college but they did take remedial courses in high school or they graduated from high school with a gpa of 2.5 or less, they should submit their official high school transcripts to Admissions & Records. The transcripts are passed on to an EOPS counselor for evaluation.
 - If the student is an emancipated foster youth, the student must provide either a legal document or certification from the Department of Social Services (Implementation Guidelines, March 2008)

2.6 CARE Eligibility

In order for a student to participate in the CARE program, they must meet the following requirements.

- Student must be EOPS eligible and have completed an EOPS orientation.
- Student must be at least 18 years of age and be a single head-of-household parent as defined by the Orange County Department of Social Services.
- Student must lack marketable employment skills
- Student must be currently receiving TANF/CalWORKs for both themselves and/or their children.
- Student must have at least one child under fourteen years of age at the time of admission to the CARE program
- Student must apply for financial aid and have a need for childcare, transportation, books and supplies and/or counseling in order to attend college.
- Student must pursue an educational, vocation or job training program at Saddleback College which leads to a certificate, degree or transfer objective.

2.6.1 CARE Eligibility When Cash Aid Status Changes

It is permissible for the CARE program to continue serving a student through the end of the semester if his/her cash aid status changes. The student will therefore not be eligible for CARE the following semester unless they meet all CARE eligibility requirements.

However, if the student's cash aid ends, but his/her child(ren) still receive cash aid, the student's CARE eligibility is unchanged and the student will continue to be CARE-eligible until such time when both the student and child(ren) no longer receive CalWORKs cash aid.

2.6.2 CARE Eligibility When a Student Marries

Likewise, if a student gets married during the semester and therefore no longer meets CARE eligibility requirements because s/he is not a single head of household, the CARE program may continue to serve the student through the end of the semester.

2.7 Procedures for Processing New EOPS/CARE Students

- When a student applies for the EOPS program, the staff member receiving the application date stamps and signs the application.
- Students must have a student identification number to apply for EOPS/CARE. If the student does not have a student identification number, refer the student to Admissions and Records to apply to Saddleback College.
- The staff member should print the student's TRPD screen and include their transcripts, matriculation scores and **transcripts** from other colleges.
- Complete the appropriate forms for eligibility.
- Let the student know that they will be notified of their eligibility status in approximately two weeks.
- Indicate on the SARS Walk-In Menu that the student applied for EOPS.
- Place the packet in the wire basket.
- The EOPS Specialist inputs the student information on the Potential Student Database.
- If a student who has submitted an EOPS application calls or comes in to find out their EOPS status, please ask when they applied to the program, take their name, phone # and student I. D. #, let them know that the person who coordinates new student eligibility will contact them. Leave a note for the EOPS Specialist.

2.7 Procedures for Processing New EOPS/CARE Students (cont.)

2.7.1 After student is determined eligible

- If a student meets all criteria of the EOPS program, they are invited to an orientation session to sign their Mutual Responsibility Contract (MRC) and receive information about the program.
- After attending their orientation, the student is eligible for their book voucher and parking permit/bus pass.
- The student is then scheduled to meet with an EOPS Counselor for their first counselor contact. EOPS Counselors are not able to meet with students until they are determined EOPS eligible.

2.7.2 If student is determined ineligible

- If student is determined not to be eligible for EOPS, the student is sent a letter explaining why they were not eligible for the program. The student is invited to re-apply if their circumstances change in the future (e.g. change in income, increase in number of units).

2.7.3 EOPS Transfer students

- Students who participated in EOPS programs at other California Community Colleges will not be accepted as “EOPS Transfers.” These students must apply for the program at Saddleback College.

2.8 Limitations on Eligibility

56226. Limitations on Eligibility.

A student who has met the eligibility requirements of sections 56220 and 56222, and who participates without term-to-term interruption, shall continue to be eligible until the student:

(a) has completed 70 degree applicable credit units of instruction, or, has completed six consecutive semester terms or nine quarter terms of enrollment. Time spent by the student enrolled in remedial courses, including remedial level English as a Second Language (ESL) courses, shall not be included when computing the requirements of this sub-section. The EOPS Director may waive this limitation only in cases where students are enrolled in programs which require more than 70 units, or which require prerequisites that would exceed the limitations.

(b) has failed to meet the terms, conditions, and follow-up provisions of the student Education Plan and/or the EOPS mutual responsibility contract. NOTE: Authority cited 69640, 69648.7 and 710920 Education Code. Reference: Sections 69640 through 69655 Education Code.

EOPS Implementation Guidelines, March 2008

A student is eligible to participate in EOPS/CARE for their first 70 degree applicable (AA) units or 6 semesters of attendance. Degree (AA) applicable units from other accredited colleges and universities are calculated toward the 70 unit maximum. Semesters of service from other EOPS programs are counted toward the 6 semester limitation.

2.8.1 Policy for 70 unit Limitation

When a student has 40 or more units, a letter is sent to the student to inform them that they have 30 units of eligibility remaining (approximately one year remaining).

Once the student completes 70 units, they are sent a second letter informing them that they are dismissed from EOPS due to exceeding their unit requirement. At that time, if the student wishes to appeal the dismissal due to a high unit major, they may complete the appeal process. The major used in the appeal decision is the major listed on the student's application. If no major is listed on the application, the major documented in the counselor's notes or MAP will be used. The list of high unit majors for Saddleback College includes:

Biochemistry, Bioengineering, Biology/Biological Sciences/Marine Biology, Chemistry, Chiropractic, Computer Science, Engineering, Pre-Med/Pre-Dental, Nursing, Optometry, Pre-Pharmacy, Physical Therapy, Physics & Veterinary Sciences.

2.8.1 Policy for 70 unit Limitation (continued)

If a student's over 70 unit appeal is approved by the EOPS Coordinator, they will receive a 70 unit waiver for an approved number of units. The student is informed in writing of the decision for a waiver. The waiver states specifically what the student is approved for (e.g. student may only take classes in their major). There is no provision to waive the 70 unit limitation due to a student disability. Waivers are based upon units required for a student's major.

2.8.2 Policy for 6 Semester Limitation

Once a student has completed 6 semesters with EOPS, they are no longer eligible for services. Semesters of participation in an EOPS program from another community college count toward the 6 semesters. The EOPS Coordinator has the authority to waive semesters containing a majority of remedial coursework.

2.8.3 Student Fails to meet the requirements of the MRC

Regular Terms (fall & spring)-- Students are required to meet the requirements of the Mutual Responsibility Contract (MRC) to be in good standing with EOPS/CARE. When students do not meet their contact requirements, they are considered to be on warning status. The student is given a warning at the end of the semester in written form. In this document, the student is reminded about the three contact requirements and they are told that they have one semester to comply with the requirements to regain good standing.

If the student on "warning" fails to meet their three contact requirements for a second semester, they are dismissed from the EOPS/CARE program. Students with a valid reason for not meeting the program requirements may submit an appeal to EOPS explaining why they were not able to meet the requirements and provide documentation to substantiate their reason. This appeal is submitted to the EOPS appeal board to review the student's appeal and give recommendations to the EOPS Coordinator. The EOPS Coordinator decides whether or not an exception will be granted. **If an appeal is not granted, the student must sit-out for one term before re-applying to the EOPS program.**

Summer Term-- EOPS students in good standing who enroll in summer session with at least 3 units are eligible for book services and a parking permit/bus pass for their first session classes (pending availability of funds). Summer students who receive services are required to keep one **counseling contact** over the summer. If the student received services during summer and did not make their counseling contact, the student goes on warning status. If the student does not meet their required contacts for the fall semester, they are dismissed from the program.

Chapter 3

Services Provided to EOPS and CARE Students

56236. Counseling and Advisement.

Each college receiving EOPS funds shall provide counseling and advisement to EOPS eligible students of at least three contact sessions per term for each student as follows:

(a) A contact session which combines interview and other interpretation of assessment results to prepare a student's educational plan, and a mutual responsibility contract specifying what programs and services the student shall receive and what the student is expected to accomplish.

(b) An in-term contact session to insure the student is succeeding adequately, that programs and services are being provided effectively, and to plan changes as may be needed to enhance student success.

(c) A term-end or program exit contact session to assess the success of students in reaching the objectives of that term, the success of the programs and services provided in meeting the student's needs, and to assist students to prepare for the next term of classes, or to make future plans if students are leaving the EOPS Program or the college. NOTE: Authority cited: Sections 69648, 69648.7 and 71020 EOPS Implementation Guidelines, March 2008

EOPS/CARE provides the following services to students:

3.1 Counseling:

EOPS/CARE provides students with individualized academic, personal and transfer counseling. Students are required to make three contacts each fall and spring semester. They must meet with an EOPS counselor for at least two of the three contacts. Additional contacts may be made with an EOPS staff member/peer advisor. Contacts for fall and spring semester must be made at least 4-5 weeks apart. Contacts made two weeks prior to the term count as contacts for the main term.

See appendix for memorandum from the Chancellor's Office

3.1 Counseling (continued)

3.1.1 Continuing Students

First Contact (Fall Semester) - During the first contact, the continuing student participates in a small group session to review their MRC and to overview requirements, services and deadlines for the upcoming semester. ~~During the small group session, the student is given a Progress Report to complete prior to their second contact.~~ **The student is responsible for retrieving their Progress Report form from the EOPS/CARE website and giving their Progress Report form to each of their instructors for a middle of term grade, comments and signature.** Students taking distance education courses may e-mail their professors for progress information. When the student receives an electronic response from their professor, they are to attach a printed copy of the e-mail message to the Progress Report.

First Contact (Spring Semester)-Small group sessions are not offered during the **spring**. The student meets with a counselor for their first contact. The counselor reviews the student's assessments, develops or updates the student academic plan (MAP) and reviews the Mutual Responsibility Contract (MRC).

Second Contact - The second contact is made with an EOPS counselor to submit their progress report, review the student's educational plan (MAP), insure that the student is progressing adequately and to plan changes or make adjustments to the student's schedule. During the second contact, the counselor also discusses programs and services with students such as tutoring, career planning, financial resources and workshops to improve their success. A student may also meet with a peer advisor/staff member to review their progress report provided that the student makes two counseling contacts during the semester.

Third Contact - A third contact is made at the end of the semester to assess the student's success in reaching their goals, to evaluate the success of the EOPS program and services provided during the semester. Students are assisted with schedule planning for the following semester and their academic plan (MAP) is updated.

3.1.2 New Students

Orientation- The new student participates in an individual or small group orientation to sign their Mutual Responsibility Contract (MRC) and to learn about program benefits, requirements, services and deadlines for the upcoming semester. The orientation **does not count** as one of the required contacts for the semester.

First Contact- Their first contact is with an EOPS counselor to discuss the student's goals & objectives, overview matriculation scores, develop the student's academic plan (MAP) and choose classes. During the first contact, the counselor also discusses programs and services such as tutoring, matriculation and progress reports. **The student is given instructions for retrieving their progress report form during their first contact.**

Second Contact- The second contact may be made with a counselor or peer. During their second contact, the student submits their progress report which is reviewed by a peer or counselor. Recommendations are made based upon the student's progress report. **If a peer advisor reviews a progress report and finds that the student has substandard grades, the student is scheduled to meet with the EOPS Coordinator.**

Third Contact- A third contact is made at the end of the semester to assess the student's success in reaching their goals, to participate in an interview to discuss their semester and plans for the following semester (transfer, continue, change major, etc.), a course schedule for the following semester is developed and their MAP is updated. If the student's MAP is up to date and the student has made two counseling contacts during the semester, their last counseling contact may be made with a peer advisor.

3.1.3 Potential Students

Potential EOPS/CARE students may not schedule appointments with counselors until admitted to the program.

3.2 Procedures for Scheduling & Canceling Appts.

3.2.1 Tracking Purposes

Codes on SARS are used for tracking purposes in Matriculation's MIS reporting. When making an appointment, a reason code should be entered on SARS by selecting from several options such as Acad Coun, A/P S/S, Probation, Progress Reports, Career Coun, Per Coun, Transfer (see chart below)

1ST CONTACT	2ND CONTACT	3RD CONTACT	A/P S/S	ACAD COUN	APPL WAIVE
BKVCHR	BOOK LOAN	BUS PASS	CALWKS ELIG	CALWORKS	CALWRKS MO REP
CALWRKSITAKE	CAN/STUDEN	CANCL/STAF	CARE CONF	CAREER COU	CAREER PACKET
CAREGRP	CAREORIE	CLWKS ORIENT	COMP USE	COORREVIEW	EOP ELIG
FAFSA	FINAN AID PLAN	FOLLUP	GASCARD	GENINFO	GRAD CHECK
GRP SESS	IGETC CERT	MAP	MEALVCHR	ORIENT	PARKING
PERS COUN	PROBATION	PROGREPRT	RECOMM	REGISTER	TELEFAX
TRANSCRIPT EVAL	TRANSFER	TUTOR	UPDTD	WALK-IN	WINTERWKSP
WOMENS CONF					

3.2.2 Cancelling Student Appointments

When a student appointment is canceled, it should be noted on SARS whether the appointment was canceled by a staff member or by a student. This provides for accurate recordkeeping of cancellations.

Cancellations by a Counselor

If the counselor needs to cancel the appointment, complete the following on SARS:

- Open the appointment
- Click on the reason code "Cancl/Staff"
- Click on "Cancel Appointment" at the bottom

Cancellations by a Student

A student's appointment could be rescheduled (moved) or cancelled if the student calls prior to the appointment. If the student calls to cancel the appointment, complete the following on SARS:

- Open the student's appointment
- Click on the reason code click on "Can/student"
- Click on "Cancel Appointment" at the bottom

3.2.3 No Shows

- If a student calls at the time or after their scheduled appointment, then the student needs to be documented as a “**NO SHOW.**”
- The counselor documents the no-show on the student’s documentation sheet.
- After 3 no-shows an alert is placed on SARS.

3.2.4 Group Counseling, Updated May 8, 2009

Group counseling may be counted as one of the three mandatory counseling, provided the group counseling meets the requirements of Title 5, Section 56236 and the counseling is provided by an certificated EOPS counselor.

Furthermore, it should be a small group of EOPS students with the same or similar educational goals, or some other common demonstrator.

The Student Educational Plan developed in a group setting may include only two or three semesters/terms, however, it is expected that a later date the student will be scheduled to meet one-on-one with an EOPS Counselor to complete the ultimate multiple-term educational plan that provides the student with a road map of courses necessary to meet the student's education goals.

3.3 Tutoring

56238. Basic Skills Instruction and Tutoring Services.

Colleges receiving EOPS funds shall provide basic skills instruction and tutoring services to EOPS eligible students who, on the basis of assessments and counseling, need such services to succeed in reaching their educational goals. NOTE: Authority cited: Sections 69648, 69648.7 and 71020 Education Code. Reference: Sections 69640 through 69655 Education Code. EOPS Implementation Guidelines, March 2008

The EOPS/CARE program provides free individualized tutoring for English and Math, the subjects of greatest need for EOPS/CARE students (**based upon availability of funding and qualified tutors**). A peer tutor provides one-to-one tutoring in the areas of Pre-Algebra, Beginning Algebra and Intermediate Algebra. Tutors are available for one hour appointment with a limit of two hours per week. If the tutor does not have a student waiting, the appointment may go beyond one hour. EOPS/CARE students are also referred to the Learning Assistance Program (LAP) for tutoring in other subjects.

3.4 EOPS and/or CARE Book Services

EOPS/CARE students in good standing are eligible for a book voucher to assist with the cost of their textbooks.

3.4.1 Policy for Book Voucher Distribution

- A list of eligible students is generated by the EOPS Specialist.
- Eligible students are sent a letter informing them of the voucher distribution dates.
- Students may pick up their voucher any time during the distribution period.
- Students must show their college student I.D. with picture to pick up their voucher.
- If the student does not have a college I.D., they must obtain one from Admissions & Records.
- The EOPS staff member checks the student's I.D. number on the book service eligibility list and verifies the amount of book service. The student then fills out the book voucher request form. After student has completed the form, a staff member verifies the number of units enrolled in the Alpha system.
- If the student is on the list with 0 dollars, verify units enrolled, print a copy of student's schedule, label the sheet *book service change*, and give the schedule to Lori Parra.
- Tell student it will take two days to enter the student in the bookstore data. If the student has added or dropped units, it will take two days to adjust their book service amount.
- Students who do not register for courses in a timely manner will have their book service delayed.
- Complete Book Voucher Clearance Form. It is important to sign & date the form and write the correct amount of book service.
- Student will take the Book Voucher Clearance Form to the bookstore to purchase textbooks only. Student must show their college I.D. at the bookstore.
- If a student is not eligible for a book voucher see Lori Parra.

3.4.2 Book Vouchers for Second 8-week classes

Students taking second 8 week classes must still come to the EOPS/CARE office to obtain their book voucher during the first three weeks of the term.

3.5 Book Loan Library

EOPS/CARE students who have exhausted their book voucher funds and are still in need of books may request to borrow a book from the EOPS library. The book will be loaned to the student until the end of the semester. The procedure for book loans can be found below:

1. Verify that the student is enrolled in 12+ units (is this required???)
2. Verify that the book is available by checking the book loan spreadsheet located on the EOPS Share Drive
3. If the book is available, have the student complete the Book Loan Form.
4. If the book is not available, notify the student – No form is completed.
5. Issue the book and notify the student that it needs to be returned by the end of the semester.
6. Update the book loan list in the EOPS Share by indicating the name of the student who checked out the book.
7. In week 14-15, the front office staff calls students to remind them to return their books to EOPS.
8. If the student does not return or loses the book(s) loaned, there will be a hold on the book voucher for the upcoming semester.

3.6 Parking Permit Services:

A list of students who are eligible for parking permits is prepared each semester by the EOPS Specialist. Students visit the EOPS/CARE office prior to the start of the semester or during the first week of classes to pick up their permits. The procedure for the distribution of permits follows:

1. Ask the student for their college student I.D.
2. Verify that student is eligible for a permit by checking the book voucher eligibility list.
3. Verify student is enrolled in courses on the Alpha system
4. Student logs onto MySite on the lobby computer. They must have information about their vehicle such as license plate, color, make & year.
5. Student completes the parking form online
6. One of the authorized staff members logs onto the parking program and marks the student as paid.
7. The staff member enters the permit ID on the walk-in screen.

3.7 Bus Pass

1. Student must show college student I.D.
2. Verify student is eligible on book list.
3. Verify student is enrolled in courses on the Alpha System.
4. Have student complete the top portion of bus pass form.
5. Staff member writes bus pass number, signs form & documents in student file.
6. Give bus pass and info sheet to student.

3.8 Cap & Gown

Graduating EOPS/CARE students may request a cap & gown from the EOPS/CARE office (**based upon availability of funding**). Interested students may be added to the cap & gown list by any staff member by accessing the list on the EOPS share.

3.9 Summer Services

EOPS students enrolled in summer classes may be eligible for a book voucher and parking permit provided they enroll in at least three units during the first or second summer session, **they utilized priority registration** and they are in good standing with the program. If the student received services during the summer and did not comply with counseling contacts, the student goes on warning. The student is sent a letter informing them of their warning status. If the student does not meet the requirements of their MRC in the following fall semester, they are removed from the program.

3.10 Priority Registration

EOPS/CARE students in good standing are eligible for priority registration. Priority registration for spring semester is generally during the month of November. Summer priority registration takes place in April and priority registration for fall semester is generally during the month of July. Students may access their exact appointment times on MySite by checking their appointment under the information tab. Priority registration for summer is during the spring term. Usage of priority registration is key for EOPS/CARE students to effectively follow their academic plan and graduate or transfer in a timely manner.

Dates

Spring Priority Registration- November

Summer Priority Registration- April

Fall Priority Registration- July

3.11 CARE Assistance Grants

CARE students collect points throughout the semester by participating in counseling meetings and events on campus such as the Women’s Conference, CARE Conference or approved campus support groups and workshops. Students who accumulate 100 merit points during the semester are eligible for a CARE grant.

Assistance Grant Points

To receive a full CARE Assistance Grant Award, the CARE student must accumulate a minimum total of **100 merit points** each semester. These points are awarded for attendance and participation of the following events:

****Minimum Requirements:**

A minimum of three (3) counseling appointments per semester must be included – 20 Pts per appointment.

Must Show Satisfactory Academic Progress

Event	Points
CARE Orientation (for new students)	20
CARE/EOPS Workshop	20
CARE Conference (fall semester)	50
Women’s Conference (spring semester)	50
Counseling Appointments	20
Other Vocational or Educational Event+	10
Tutoring in EOPS [as available] (One hour per Session)	10
Tutoring in LAP (Submit Tutoring Sign-In Sheet) (One hour per Session)	10
Supplementary Activities (To Be Announced):	
CARE Support Group Meetings	20
Career/Transfer Center Workshop*	10
Other:	

*** An event attendance form must be submitted for credit.**

+ Must be pre-approved by the CARE Coordinator and an event attendance form must be submitted for credit.

Assistance Grants are based upon state funding and the determination of student financial eligibility as determined by the Student Financial Assistance Department of Saddleback College.

The Assistance Grants will be awarded at the end of each semester.

3.12 EOPS Grants

EOPS grants are generally issued at the end of each semester. Potential grant students must have 12 units, be in good academic standing and they must have completed their required counselor contacts.

3.13 Career Packet Vouchers

EOPS students who are enrolled in Applied Psychology or Women's Studies courses may be required by their professor to purchase a career assessment packet. EOPS provides career packet vouchers covering the cost of the assessment(s) to students in good standing with the program (**upon availability of funding**). Students may also be provided with vouchers for career assessments recommended by their EOPS counselor.

3.14 CARE workshops and support groups

The EOPS/CARE office provides opportunities for CARE students to attend workshops and brown bag lunches to enhance their personal and educational success. Workshops vary depending upon the needs of students. Two annual events are the Women's Conference in the spring semester and the CARE Conference in the fall.

3.15 Student Recognition

The EOPS/CARE student recognition event takes place annually near the end of the academic year. At this event, students are recognized for earning academic awards such as the Dean's List and President's list. Students who are graduating from Saddleback College and/or transferring to a university are also honored. Generally, Alumni from the EOPS program are invited to provide inspirational messages to current students.

3.16 ASG Sponsored Events

EOPS requests funds each year from the Associated Student Government (ASG) to co-sponsor events each year with EOPS/CARE. These events include Adopt-a-Family, Thanksgiving Dinner Give-a-Way and Winter Workshop. **Funding for these events is requested each year and events may change based upon available funds.**

3.16.1 Procedure for Adopt-A-Family

New EOPS/CARE students are invited to participate in "Adopt-A-Family." In this program, EOPS/CARE families are provided with gifts for the holiday season. The EOPS/CARE student makes a request along with the names, ages and clothing sizes of all family members. The Associated Student Government secures donations from students, faculty and staff. Gifts are distributed on a first-come, first-served basis. The Adopt-A-Family flyer is sent to New Fall EOPS students and continuing EOPS students who were new in the spring and summer. *A waiting list is developed for students who do not fall under these categories.* The deadline to submit the Adopt-A-Family application is in early November.

3.16 ASG Sponsored Events (continued)

When the student comes in to complete the application, the staff member does the following:

1. Make sure the application is complete, including the autobiographical statement.
2. Date stamp and initial the application .
3. Document it on the SARS Walk-in Screen as General Info and under comments add Adopt-A-Family form
4. Add the student's name on the list in the Event's folder corresponding to the numbered application.
5. If a continuing student that does not fall under these categories wants to apply, please let them know that they will be placed on a wait list.
6. Write WAIT LIST on the application.

3.16.2 Thanksgiving Dinner Giveaway Procedure

EOPS/CARE students also participate in the Annual Thanksgiving Dinner Giveaway. A mailing is sent each year informing students of the opportunity to receive a Thanksgiving Turkey or gift card to help provide for their holiday dinner. Application forms are kept at the front desk

When the student comes in to complete the application, the staff member does the following:

1. Make sure the application is complete, including the autobiographical statement.
2. Date stamp and initial the application.
3. Document it on the SARS Walk-in Screen as General Info and under comments add Adopt-A-Family form
4. Add the student's name on the list in the Event's folder corresponding to the numbered application.
5. If a continuing student that does not fall under these categories wants to apply, please let them know that they will be place on a wait list.
6. Write the words WAIT LIST on the application.

3.16.3 Winter Workshop/Toys for Tots- The Winter Workshop **generally takes place** in December. EOPS/CARE students and their families are invited to a themed workshop on campus along with entertainment for their children. ASG assists with this event by providing the funding and assisting with staffing events and activities for children. The EOPS/CARE department secures donations from the Toys for Tots organization for the children of EOPS/CARE students.

Chapter 4

Student Responsibilities

56222. Student Responsibility

To remain eligible to receive programs and services, students shall: (a) apply for state and/or federal financial aid pursuant to the applicable rules and procedures of the college of attendance. (b) maintain academic progress towards a certificate, associate degree, or transfer goal pursuant to the academic standards established by the college of attendance applicable to all credit enrolled students. (c) file an initial EOPS application and complete and adhere to a student educational plan and an EOPS mutual responsibility contract for programs and services. (d) Within two months of acceptance into the EOPS program, provide income documentation from state or federal income tax forms, or public assistance documentation pursuant to Section 58620 (2) of this part, or other documentation as required for financial aid by the college of attendance.

NOTE: Authority cited: Sections 69648, 69648.7 and 71020 Education Code. Reference: Sections 69640 through 69655 Education Code. EOPS Implementation Guidelines, March 2008

4.1 Financial Aid and Academic Progress

To remain eligible to receive services from EOPS/CARE, it is the responsibility of the student to apply for state and/or federal financial aid each academic year, and to maintain academic progress toward a certificate, associate degree or transfer goal. Students are required to provide income documentation **to the financial aid office** and apply for the FAFSA within two months of acceptance to the EOPS/CARE program. Students must also maintain a GPA of 2.0 or better to remain in good standing with EOPS/CARE the college and with financial aid. After 3 consecutive semesters under a 1.75 GPA, a student is subject to dismissal with the college.

4.2 Counseling Contacts

EOPS/CARE students are required to make 3 contacts with the office each semester. Two contacts must be made with a counselor and one contact may be with a staff member or peer advisor. Counseling contacts must be scheduled between 4-6 weeks apart.

4.3 Information Session Attendance

Information sessions are held at the beginning of each academic year for returning students. The purpose of information sessions is to inform students of important dates and deadlines, to review their Mutual Responsibility Contracts (MRC), and to update them of any important changes to the EOPS program. Students will be permitted to collect a book voucher and parking permit/bus pass following attendance at an information session. **Attendance at an Information Session is required to receive a book voucher for fall semester.** The preference of the department is to conduct small group sessions; however, if a student has special needs then the department will be flexible in providing individual sessions by determination of the EOPS Coordinator.

4.4 Progress Reports

During the student's information session, they are given a Progress Report form. The student is responsible for distributing the form to all of their instructors for feedback on their academic performance at approximately the 7-8th week for 16 week classes and approximately the 4-5th week for 8 week classes. For distance education classes, the student may e-mail their professor requesting information about their performance. The response is to be printed and attached to the progress report form. The Progress Report form is submitted to an EOPS counselor during the student's second EOPS contact or during walk-in hours with an EOPS staff member. All students are required to submit a progress report and once they have submitted one, they are eligible to receive a MEAL VOUCHER. Progress Reports may be submitted during a student's counseling appointment or they may be submitted to the front desk. The front desk procedure follows:

4.4.1 Procedures for Progress Report Submission (cont.)

When a student submits their progress report to the front desk, the staff member follows the procedure below:

1. Date stamp the progress report
2. Use the DROP-IN screen and document it as **PROGREPRT** (Progress Report)
3. Review the Progress Report with the student in an area away from the front desk for privacy
4. If the student has a poor progress report, a ½ hour appointment is scheduled with an EOPS/CARE Counselor. A poor Progress Report is one containing one or more substandard grades (D's or F's) or one containing written concerns by the instructor such as poor attendance, student has not submitted assignments on time.
5. If the student has a good progress report, then the student has completed this requirement. A good progress report is one containing grades of A through C without any written concerns from the instructor.
6. The staff member signs and dates the progress report under the line
7. Place the progress report in the top bin where the scanner is located so that the progress report could be scanned to the student's electronic file.
8. Document the Progress Report and Meal Voucher on the list that is located at the front desk.
9. The contact is documented with a note on the EOPS share drive under "Counselor Documentation."

4.5 Student Responsibilities & Priority Registration

EOPS students are given priority in registering for classes. Students are expected to keep their early registration appointments in order to maintain and follow their academic plans and to stay on track with their semester to semester goals. **Use of priority registration may also be attached to the eligibility for services such as a book voucher or parking permit.**

Chapter 5 Probation

New Chapter

5.1 Campus Definitions of Probation & Dismissal

Academic Probation- A student who has attempted at least 12 semester units at Saddleback College is placed on academic probation when the earned grade point average in all units attempted is less than 2.0.

Progress Probation- A student who has enrolled in at least 12 semester units at Saddleback College is placed on progress probation when the percentage of all units in which they enrolled and for which entries of “W” “I” and “NC” are recorded reaches or exceeds 50 percent.

Dismissal- A student whose cumulative grade point average falls below 1.75 in three consecutive semesters shall be subject to dismissal.

(Saddleback College Catalog 2008/09)

5.2 EOPS/CARE Probation & Dismissal

When a student does not meet the terms of their Mutual Responsibility Contract (MRC), they are placed on a **warning status** for the following semester. Students can be placed on warning for the following reasons:

- ✚ Failure to make 3 contacts with the EOPS/CARE office each semester (fall & spring).
- ✚ Failure to maintain a minimum 2.0 gpa each semester (fall & spring).
- ✚ Failure to complete 6 units each fall and spring semester.

5.3 Warning Semester

- ✚ During the warning semester, the student continues to be eligible for book vouchers, parking permits or bus passes. The student must meet the requirements of the MRC during their warning semester or they will be dismissed from the program. Students are expected to make 3 contacts with the EOPS/CARE office, maintain a 2.0** or better gpa and complete 6 units each semester (summer session excluded).
- ✚ If a student is dismissed from the EOPS program for failing to meet the requirements of their MRC, the student must sit-out for one full term (fall or spring) before the student can re-apply to the program.
- ✚ The student may only re-apply to the program once. (When re-applying the student must meet the EOPS eligibility requirements.) The second time a student is dismissed from the EOPS program, they cannot re-apply.

** The student is required to bring their semester gpa up to a 2.0 to return to the program. It may require more than one semester to bring up a cumulative gpa to a 2.0 or greater.

5.4 Term of Recess (No Services or Counseling)

- ✚ Students who are sitting out for a semester after being dismissed from EOPS/CARE are not eligible for any services including book vouchers, gas cards, parking permits or counseling.

5.5 Re-Application following One Year Recess

- ✚ After a student has sat out for one term from the EOPS/CARE program. They may re-apply for the program and be accepted provided that they meet the eligibility requirements.
- ✚ If a student is deemed eligible and is re-admitted to the program, they will receive EOPS/CARE services once again.
- ✚ A student is only able to re-apply to EOPS/CARE once.

See examples on the following page

Probation Example # 1

Fall Semester	Spring Semester	Fall Semester	Spring Semester
1. New or continuing EOPS/CARE Student in good standing.	4. Student on Warning Status for Spring Semester	7. Student sits out one semester (fall) from EOPS/CARE	9. Student re-applies for EOPS/CARE and is found to be eligible.
2. Student eligible for services and counseling	5. Student receives all services of EOPS/CARE	8. No services or counseling	10. Student eligible for services and counseling
3. At the end of the semester, student GPA is 1.33, made 2 contacts with EOPS/CARE. Student did not meet requirements of the MRC.	6. Does not meet requirements of the MRC for Spring semester. **EOPS/CARE office sends student a letter, they are exited from EOPS.		Students may only re-apply to EOPS/CARE once.

Probation Example # 2

Fall Semester	Spring Semester	Fall Semester
1. New or continuing EOPS/CARE student in good standing.	4. Student on Warning Status for spring Semester	7. Student is now eligible for EOPS/CARE
2. Student eligible for services and counseling	5. Student receives all services of EOPS/CARE	8. Student eligible for services and counseling
3. At the end of the semester, student GPA is 1.33, made 2 contacts with EOPS/CARE. Student did not meet requirements of the MRC.	6. Student <u>meets</u> the requirements of the MRC for Spring semester.	

Chapter 6 Advisory Committee

56208. Advisory Committee. *Each EOPS program shall have an Advisory Committee appointed by the president of the college upon recommendation of the EOPS Director. The purpose of the advisory committee is to assist the college in developing and maintaining effective extended opportunity programs and services. The term of each committee member shall be for two years, July of the year of appointment to June 30 of the second succeeding year. Members may serve more than one term. The committee shall consist of no fewer members than the members of the local Board of Trustees. Members shall serve without compensation. Members may be reimbursed for necessary expenses incurred in performing their duties. The Advisory Committee should include representation from college personnel, EOPS students, local or feeder high schools, community and business sector, and four-year colleges where possible. The Advisory Committee shall meet at least once during each academic year.*
NOTE: Authority cited: Sections 69648, 69648.7 and 7102

6.1 Advisory Committee

The EOPS/CARE program at Saddleback College has an advisory committee consisting of faculty and staff from across campus as well as community members in business and education. The Advisory committee meets at least once a year unless an emergency meeting is needed.

Appendix 1

April 4, 2002

TO: EOPS Directors

FROM: Barbara Kwoka
EOPS Program Coordinator

SUBJECT: EOPS Counseling Session and Orientations

This memo is being released as a result of the discussion at the last EOPS Regional Coordinators meeting, Thursday, February 28, 2002, regarding the three required counseling contacts. Title 5, Section 56236 ("Counseling and Advisement") requires that EOPS students receive at least three contact sessions per term for each student as follows:

- (a) A contact session which combines interview and other interpretation of assessment results to prepare a student's educational plan, and a mutual responsibility contract specifying what programs and services the student shall receive and what the student is expected to accomplish.
- (b) An in-term contact session to insure the student is succeeding adequately, that programs and services are being provided effectively, and to plan changes as may be needed to enhance student success.
- (c) A term-end or program exit contact session to assess the success of students in reaching the objectives of that term, the success of the programs and services provided in meeting the student's needs, and to assist students to prepare for the next term of classes, or to make future plans if students are leaving the EOPS Program or the college.

For any of the three required contacts, the Chancellor's Office prefers individual counseling contacts but **will allow group counseling** sessions to address the realities and concerns of the larger EOPS programs in the State. To be counted as one of the required counseling contacts, group counseling sessions must meet the requirements of Title 5, Section 56236 and also be optimally beneficial to EOPS students. (See paragraph below.)

The Chancellor's Office wishes to acknowledge the fact that in the past our office sometimes indicated that it was permissible to count EOPS workshops as meeting one of the three required contacts. Since then, the Chancellor's Office has had further

discussion on this topic, especially with the release of the draft revised EOPS Implementing Guidelines in October 2001. The draft guidelines were released with instructions to the EOPS Regional Coordinators to solicit feedback from the colleges within their regions regarding the draft document. All of the concerns, opinions, and questions were shared and discussed in depth at the EOPS Regional Coordinators meeting in December 2001. As a result of the December meeting, the revisions to the EOPS Implementing Guidelines were finalized and made available on the Chancellor's Office website.

There was consensus among the Chancellor's Office and EOPS Regional Coordinators at their last meeting that EOPS workshops and orientations provide a valuable above and beyond service to EOPS students; however, **workshops and orientations should not be counted as one of the three required counseling contacts.** Counseling sessions that deal with specific issues that require a counselor to review an individual student's file (such as: transcripts, grades, academic progress, educational plan, transfer certification, graduation application) are that: "**counseling sessions: individual or group**". **These are not to be confused with workshops.**

In addition, the Regional Coordinators were in consensus that EOPS orientation sessions as defined in Title 5, section 56232 are not counted as one of the three required counseling contacts. If your orientation sessions include a specific counseling component that meets the requirements of Title 5, Section 56236, they should be renamed as such and may be counted.

Keep in mind, that just because the contact is with a counselor, that does not make it one of the required three counseling contacts.

I hope this clarifies the discussions that have been going on throughout the state. If you have any further comments, please forward them to your Regional Coordinator for discussion at their next meeting in June.

Appendix 2

(see next page)

Appendix 3

Hi Georgina,

My response to your question are in bold..

I have a student who received book serves at the beginning of spring was enrolled at the college and attended classes up to last week. However, she failed to make her counseling contacts this semester. (She called yesterday to try to make her 1 appt, but she is not enrolled in classes now).

1. Can she be counted as served?

I have some concerns with the EOPS program counting this student as service because the student failed to make her counseling contacts. I will assume the student came into the office to pick-up her book voucher and parking permit, but those were the only services that the program provide to the student. As you know, counseling is one of the major components of the EOPS program with regards to the student's success. However, according to Barbara, since the EOPS program provided the student with a book voucher and parking permit, and the student did attend class, you can go ahead and count the student as served.

2. If she is not enrolled now but she will be returning in the fall – do I have her reapply to the program or would be considered a continuing student?

This depends on what written policy you have in place. During the fall term, you stated the student received a grade of “F” in all of her classes. This means the student failed to make academic progress toward her education goal and failed to adhere to the MRC. As result, the student should have been placed on EOPS probation for the spring term because she failed to adhere to the MRC. Further, since the student failed to make academic progress and adhere to the MRC during the spring term, she should have exited from the EOPS program at the end of the Spring term for not adhering to the MRC. (However, you need to have this policy and writing).

Also both Barbara and I recommend that you establish a policy stating that once a student is exiting from the EOPS Program for a non-compliance issue such as not adhering to MRC, not following the SEP and/or not making academic progress, and others, the student must sit-out one full term before the student may re-apply to the EOPS program. The student may only re-apply to the program once. (When re-

applying the student must meet the EOPS eligibility requirements.) Further, the second time the student is exited from the EOPS program, the student cannot re-apply. Otherwise, this could be an endless cycle and the student could be in the program forever.

In addition, I recommend that you establish a policy restricting or limiting EOPS services provided to students who are on EOPS probation. Such as, they are not eligible for a book service award, or they get a reduced book service award. I definitely would not provide a parking permit to the student that is not adhering to the MRC. There must be some negative consequences when the student does not adhere to the MRC.

Whatever you decide to do, must be in writing, I suggest you include as much as you can in the MRC, but it may be necessary to develop a separate policy that is reviewed at orientation and when the SEP is developed and reviewed. If a separate policy is warranted, I recommend providing a copy to the student and have the student sign acknowledging, he/she received a copy of the policy. It may be necessary to get your EOPS Advisory Committee approval.

3. If she is not enrolled now can she still make an appt. with one of EOPS counselors?

According to Barbara, since the student is not longer enrolled at the college, you cannot provide any EOPS services including counseling to the student.

Georgina, you may want to research to determine how many students are receiving books and parking permits and not returning to the program for the mandatory counseling contacts, particularly for new students. If it appears the practice is being abused, you may need to revise when EOPS services, such as books and parking permits, are provided to students.

The student in question, during the fall term was she a “new student” or “continuing student.” If possible/warranted you may want to consider implementing a policy stating, “during the first two terms when the student is accepted into the EOPS program, the student must receive at least one mandatory counseling contact prior to receiving any EOPS services, including book voucher and parking permit”.

I hope this is helpful. Please contact me if further clarification is needed.

Delores Daniels, Interim, EOPS Coordinator
California Community College Chancellor's Office
Student Services and Special Programs
(916) 323-5952 (Phone)
(916) 327-8232 (Fax)

Appendix 4

Mid-Semester Status Changes for CARE Students

It is permissible for the CARE program to continue serving a student through the end of the semester if his/her cash aid status changes. The student will therefore not be eligible for CARE the following semester unless they meet all CARE eligibility requirements.

However, please note that if the student's cash aid ends, but his/her child(ren) still receive cash aid, the student's CARE eligibility is unchanged and the student will continue to be CARE-eligible until such time when both the student and child(ren) no longer receive CalWORKs cash aid.

Likewise, if a student gets married during the semester and therefore no longer meets CARE eligibility requirements because s/he is not a single head of household, the CARE program may continue to serve the student through the end of the semester.

Cheryl Fong

State Coordinator, CARE

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