



# **KEEPING MT. SAC EOPS STUDENTS**

## **ENROLLED & ENGAGED**

FALL 2023 EOPS/CARE/NEXTUP  
ADVISORY MEETING  
NOV. 8TH, 2023





# **Agenda**

- **Introduction**
- **Organizational Chart of EOPS/CARE, NextUp/REACH & CalWORKs**
- **EOPS/CARE Program Data**
- **Enrollment Strategies**
- **Retention Strategies**
- **Feedback**
- **Partner Share Out**
- **Collaborative Lunch**



# **Mt. SAC EOPS/CARE, NextUp/REACH & CalWORKsTeam**



1 Director  
2 Assistant Directors  
4 FT EOPS/CARE Counselors,  
1 FT CalWORKs Counselor  
1 FT NextUp Counselor  
9 EOPS/CARE adjunct Counselors  
7 FT EOPS/CARE Classified Staff  
3 CalWORKs Classified Staff, 1 PT CW Staff  
3 FT NextUp/REACH Classified Staff  
2 EOPS/CARE Project Experts  
2 NextUp/REACH Project Experts  
20 student employees across the 3 areas

= 60 strong



# EOPS Data

## EOPS Program Retention

882 of the 1015 eligible EOPS students enrolled in classes in Fall 2023.

88%

2.94

## Avg. GPA of EOPS students at the start of Fall 2023

Our EOPS students are performing at the same level as the Mt. SAC general student population.

## Number of EOPS students served for Fall 2023

EOPS enrollment was steady through the pandemic and now we are seeing significant increases. By the end of Spring 2024, we will be serving 1,500 + students

1,375

12%

## No show rate to counseling apts. (Spring 2023)

Our students usually have show rates around 88-91%.

Data Source: EAB Navigate

# CARE Data

## CARE Program Retention

48 out of 56 of the eligible CARE students enrolled in classes in Fall 2023.

85%

2.81

Avg. GPA of CARE students  
at the start of Fall 2023

Number of CARE students  
served during the Fall  
2023 semester.

87

CARE Enrollment has been steady. In 2022-24 a total of 81 CARE students were served. This year we are on track to hit 100.

Data Source: EAB Navigate

# NextUp Data

## NextUp Program Retention

66 out of 75 of the eligible NextUp students enrolled in classes or transferred in Fall 2023.

88%

2.47

Avg. GPA of CARE students at the start of Fall 2023

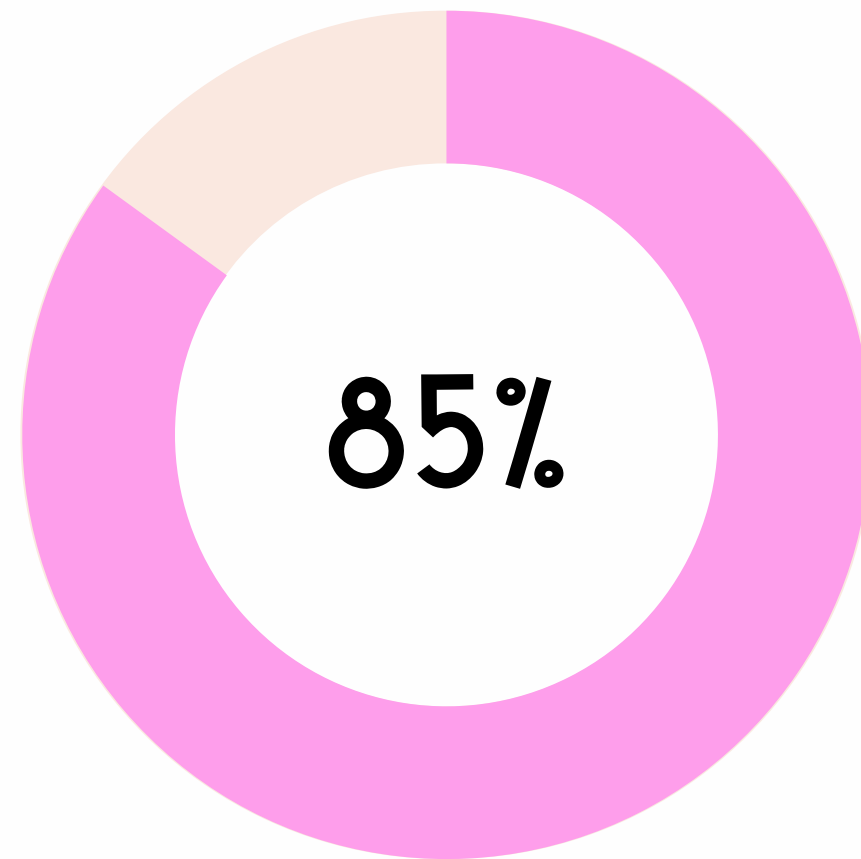
Number of NextUp students served during the Fall 2023 semester.

114

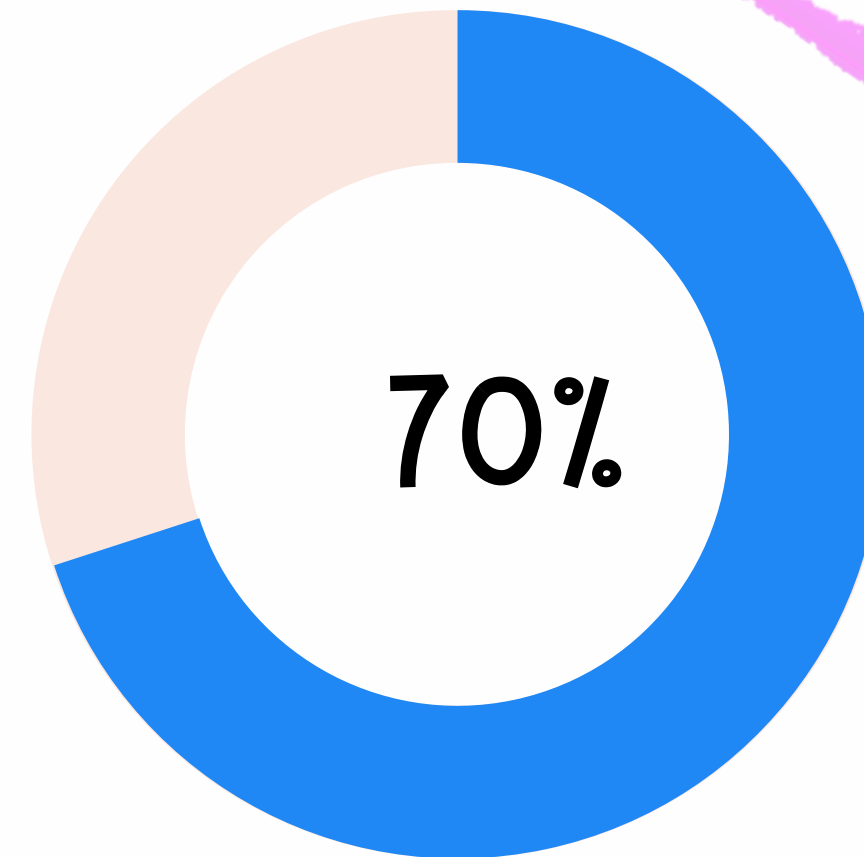
NextUp Enrollment has been steady. . This year we are on track to hit 170.



# EOPS General Data



**8 of our students complete their 3 counseling contacts.**



**70% of EOPS students register on the priority registration date. About 85% enroll within 3 days.**

# Enrollment Campaign

## High Communication

- Prior to the priority registration date take the following steps:
  - Step 1: Ensure all students have priority registration.
  - Step 2: Help resolve any issues students are having that are preventing them from enrolling
  - Step 3: Remind students a day before priority registration and share the help that is available.
- During Priority Registration
  - Remind students the morning of registration.
  - Remind them that there is help.
- After Priority Registration Appointment
  - Remind them that it is not too late to register.
  - Encourage continuing students to enroll in at least one class – even a late start class
  - Send an e-mail asking if they are facing barriers and let them know we can help remove barriers.
  - Peer Navigators make calls to those not enrolled to find out why and offer help





# Enrollment/Priority Registration Campaign

## EOPS Details

STUDENTS IN CAMPAIGN

1015

STUDENTS ENROLLED

87%

883 Students

## Nudge Metrics

### Scheduled Nudge

Send Date: 08/07/2023 Subject: We are not giving up on you!

CLICK-TO-OPEN-RATE 8% ⓘ



Show More ▾

Students enrolled in term

Students not enrolled in term

# Appointment Campaign

## 1st Contact

We allow students to schedule their first contact from July to September.

Apts. are 1 hour long.

Students are aware that EOPS Grants are provided the first week of October to students who have unmet need & who are in good standing

## 2nd Contact

We remind students that they need to complete their counseling contacts in order to be eligible for the EOPS Book Service the following semester.

Students are aware that Gas Cards and Meal Cards can be requested by their EOPS/CARE Counselor on their behalf during their counseling appointments.

## 3rd Contact

We continue to remind them that they need to complete 3 contacts to be eligible for the EOPS Book Service.

**Students receive reminder e-mails, texts and calls for all appointments. The Peer Navigators play an important role.!**



# Data

Data from the end of  
Week 2 of the 2nd  
contact counseling  
period

STUDENTS IN  
CAMPAIGN

1328

APPOINTMENTS  
MADE

62%

830 Students

APPOINTMENTS  
ATTENDED

32%

430 Students

SUMMARIES  
CREATED

51%

427 Students

## Nudge Metrics

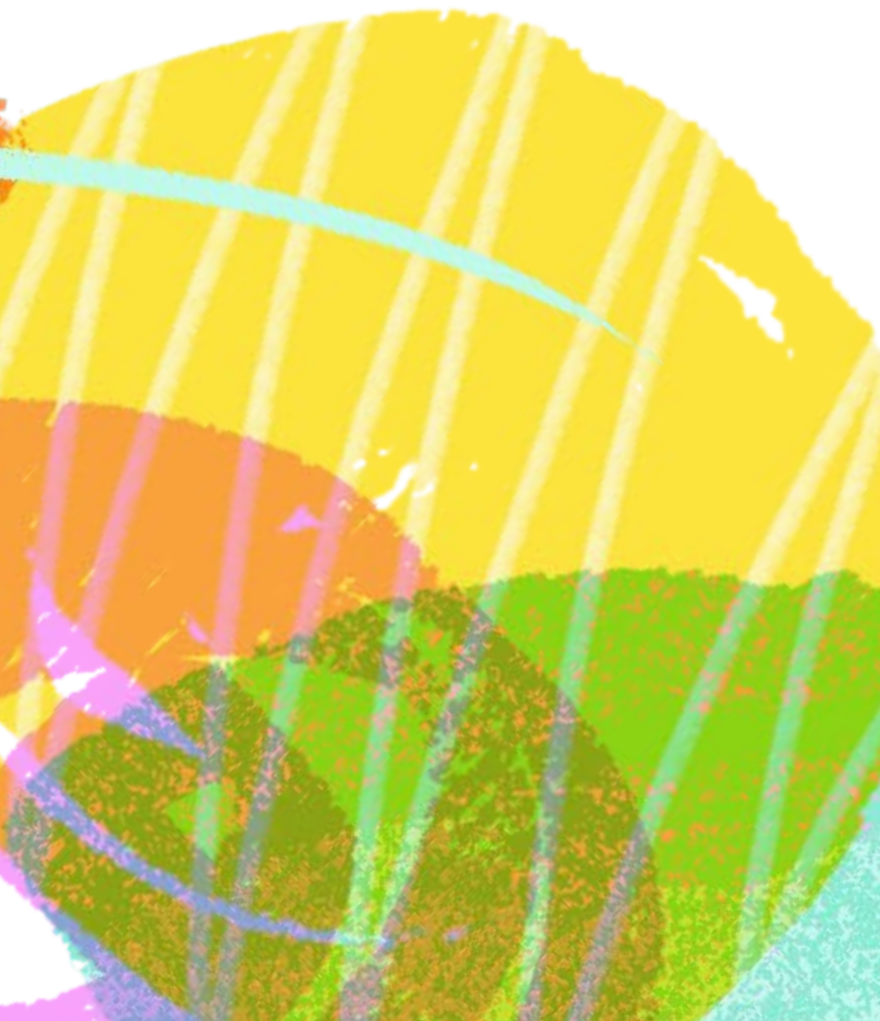
### Scheduled Nudge

**Send Date:** 10/16/2023 **Subject:** {\$student\_first\_name}, Please schedule your 2nd EOPS counseling appointment.

CLICK-TO-OPEN-RATE 27% ⓘ

Emails Sent 590

Emails Opened 347



# Engagement Strategies

**01** Communicate. Communicate.  
Communicate.

**02** Market the events on  
various platforms.

**03** Provide Workshops that  
meet thier needs

**04** Change things up

**05** Provide students the  
opportunity to lead

**06** Offer Experiential  
Learning Activities







# **CARE Activities**

## **Parent Connect**

**Student Led- Workshops on various topics such as how to advocate for your child.**

## **Parenting Workshops**

**Provide students with workshops to strengthen their parenting skills.**

## **Family Friendly Events**

**During the Fall, CARE hosts a Halloween and Holiday Celebration. Children are welcome to attend.**



# CARE Services

- CARE Students are provided with unmet Need Grants. Grants vary from \$1,000/semester – \$3,000/semester. Grants are met to support students with the cost of childcare, basic needs, and school expenses.
- CARE Students are provided with more intrusive case management than EOPS students.
- CARE Students have access to CARE Peer Navigators.







# **NextUp Activities**

## **Peer Mentoring**

All first-year students are assigned a Peer-Mentor to meet with them on a monthly basis.

## **Life Skills Workshops**

Provide students with workshops to increase their life skills development and achieve their personal goals.

## **Community Building Events**

During the Fall, NextUp hosts social fieldtrips, university tours and various holiday events.



# NextUp Services

- NextUp Students are provided with unmet Need Grants. Grants vary per semester depending on student's need. Grants are meant to support students with the cost of unexpected expenses, basic needs, and school expenses.
- NextUp Students are provided high touch case management services that are more intrusive when compared to some EOPS students.
- NextUp Students have access to our Life Skills Specialists.







**Where are we  
going?**



# Data

## Success Rates

		Fall 2019	Fall 2020	Fall 2021	Fall 2022
		Degree Applicable	Degree Applicable	Degree Applicable	Degree Applicable
		Success Rate	Success Rate	Success Rate	Success Rate
Mt. San Antonio College		70.23 %	83.28 %	67.08 %	67.78 %
	Delayed Interaction (Internet Based)	67.47 %	82.69 %	56.52 %	64.14 %
	Non Distance Education Methods	70.57 %	83.84 %	67.54 %	70.13 %
SARE		64.94 %	84.34 %	59.66 %	63.13 %
	Delayed Interaction (Internet Based)	53.19 %	83.90 %	41.18 %	63.70 %
	Non Distance Education Methods	67.41 %	85.00 %	61.09 %	61.97 %
OPS		75.11 %	86.88 %	68.42 %	69.08 %
	Delayed Interaction (Internet Based)	78.65 %	87.51 %	62.44 %	68.24 %
	Non Distance Education Methods	74.75 %	86.12 %	68.79 %	69.75 %

Data Source: CCC Data Mart



# Data

## Retention Rates

		Fall 2019	Fall 2020	Fall 2021	Fall 2022
		Degree Applicable	Degree Applicable	Degree Applicable	Degree Applicable
		Retention Rate	Retention Rate	Retention Rate	Retention Rate
Mt. San Antonio College		87.10 %	97.59 %	85.42 %	86.34 %
	Delayed Interaction (Internet Based)	84.83 %	97.60 %	78.33 %	83.70 %
	Non Distance Education Methods	87.38 %	97.59 %	85.72 %	88.04 %
CARE		86.35 %	95.96 %	83.19 %	84.33 %
	Delayed Interaction (Internet Based)	85.11 %	97.46 %	70.59 %	82.19 %
	Non Distance Education Methods	86.61 %	93.75 %	84.16 %	88.73 %
EOPS		89.80 %	98.23 %	85.30 %	87.45 %
	Delayed Interaction (Internet Based)	90.89 %	98.22 %	83.10 %	87.40 %
	Non Distance Education Methods	89.69 %	98.24 %	85.43 %	87.49 %

Data Source: CCC Data Mart



# **Input Needed:**

**What new intervention  
efforts can the EOPS/CARE  
Team put in place to increase  
success rates?**







**Partner**

**Updates**

# Cal Poly Pomona EOP Updates Fall 2023

## EOP Applications & Yield

All EOP UDT Appl.	1,231		
Mt. SAC	73	6%	
EOP enrolled	22	12%	Yield

Cal State Apply Cycle (October 1-November 30<sup>th</sup>)  
 CPP priority deadline: November 30<sup>th</sup>

[CSU Deadlines by campus](#)

CPP EOP Deadlines: Application-January 15<sup>th</sup>; @ Recs. January 31<sup>st</sup>

[EOP Admissions by Term](#)  
 \*5 campuses have earlier deadlines  
 Review the list for details

**EOP Outreach presentation requests**

- \*Staff training/updates
- \*Student groups/programs

**Request an EOP Presentation**  
<https://www.cpp.edu/ssep/eop/admin/presentations.shtml>  
 Contact: [eopadmin@cpp.edu](mailto:eopadmin@cpp.edu)  
 By appointments: via Zoom





**THANK**

**YOU!!**