Fall 2020 EOPS/CARE Advisory Committee Meeting
11.17.19
9:00 am – 11:00 am

Advisory Meeting 11/17/20
1. Welcome & Introduction: Name and Title
   a. Present: Julie Mendez Marquez, Marisa Fierro, Terry Rose, Heidi Lockhart, Maria Hernandez Figueroa, Carla Tablas, Evie, Daria Fernandez, Koji Uesugi, Anisa Alonso, Angelica Michail, Aida Cuenza-Uvas, Thavery Lay, Hector Sanchez, Kaitlyn Yrineo, Ana Hernandez, Urias Garcia, Renu Katoch, Lizelle Tadena-Le, Tesla Parrales, Huu Bui Ana Hernandez, Yesenia Cook, Cecilia Vega, Gilbert Alcaraz and Jorge Martinez.
2. Maria Hernandez Figueroa facilitated an icebreaker where everyone participated in. Called "Remember when…"
3. **Impact of Pandemic (Looking back at the Spring 2020 and start of Fall 2020) Julie**
   a. Data: 1339 Active EOPS/CARE Students in Spring 2020
   b. 168 EOPS/CARE students dropped all units during Spring 2020 semester (12.5%)
   c. Out of the 168 students who dropped in Spring 2020, 154 students did not enroll in course this semester (Fall 2020)
   d. 892 out of 919 eligible EOPS/CARE students re-enrolled in Fall 2020
      i. Some students were no longer eligible because they graduated and/or transferred or because they reached 70 plus degree units
      ii. We did not drop students so long as they made at least 1 counseling contact
4. Retention Strategies Julie
   a. Phone banking, texting, e-mails
   b. Provided students information about CARES Act Funding
   c. 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.
5. Student Panel
   a. Student panelist were asked 5 questions in regards their personal and educational experiences. Ana Hernandez, Yesenia Cook, Cecilia Vega, Gilbert Alcaraz and Jorge Martinez.
6. Transitions of our EOS/CARE Counseling Services: Urias Garcia
   a. Developed EOPS/CARE Plan of Action for Remote Counseling which includes:
      i. Timeline and protocols
      ii. Notes: A very detailed timeline with protocols to implement the Cranium Café to transition remotely.
   b. EOPS/CARE Cranium Café Implementation Plan
   c. All Counselors certified in Online Counseling and Cranium Café
   d. Counselors and staff accessible through Google Voice phone numbers & emails.

     e.   Created and implemented use of EOPS/CARE Canvas Shell
          i.   Require students to add Canvas to receive email updates etc. Urias provided more insight by screen sharing the Canvas shell. Which include but limited to: Home, announcements, access tutoring, Access a Counselor, CARE Program, Zoom Office Hours, Student Workshops, Discussion, etc.
     f.   Updated EOPS/CARE website
          i.   EOPS/CARE critique how can make this website more accessible and friendlier.
     g.   Counseling observations and patterns.

7. Transition to one Workshops
     a.   20 workshops for Spring 2020
          i.   Started with one workshop in April. One workshop per week starting in May the focus was what did students want academic and professional goal which we had the Career Exploration Panel etc.
          ii.   September 1 page
          iii.   October 2 pages

8. CARE Circles
     a.   78 student last year. This year 76 active 2 dropped but receive a service. Anticipate more students dropping half and/or more. The numbers will be mirroring original was 100 students! Goal is to serve 150 students eventually!
     b.   CARE Circle is to provide a space for CARE Professionals to enhance their knowledge and increase efficiency of services for CARE student. In the spirit of collaboration, the CARE circle provides an environment of support, community, and equitable knowledge that will ultimately enhance the student experience.

9. Challenges & Successes Julie
     a.   EOPS Hotline
          i.   Challenges: Can only answer one call at a time, students are used to getting ahold of us at our office number
          ii.   Pros: Different staff can answer the line, easier to see missed calls and review messages
     b.   Student Engagement
          i.   Challenges: Harder to get a hold of students, student's number are no longer in service, too many e-mails are sent out
          ii.   Pros: Created a CANVAS shell to communicate with students, added profile information for all EOPS team members
     c.   Recruiting New Students
          i.   Challenges: It's difficult to "recruit" online
          ii.   Feedback: Ramon when doing things electronically it makes thing more difficult. From his personal experiences, although his presentation is EOP he does acknowledge EOPS for those that do not plan to transfer to CSU. Recommends us to connect with HS staff to make contact with potential HS EOPS students. First time incoming students as ambassador to do outreach for the department.
          iii.   RENU: creating allies with departments on campus! When student graduate advocate
          iv.   Thavery: Outreach efforts has a list of contacts annual outreach email with the counselors with community prospects. Online request on and off campus partners. Hearing students' voices that already in the program is a strong way to approach that!
     d.   Staffing

     i. Pros: Working parents are able to work from home while still addressing the needs of their children
     ii. Challenges: Short-staffed
10. Feedback: Challenges
11. Announcements
  a. UndocuTransfer Workshop Series Immigration Legal Services Dario Fernandez
    i. Undocumented transfer students at UC/CSU collaboration but highlighting the challenges of transferring.
    ii. Appointments for Immigration Legal Services: https://carecenla.simplybook.me/v2/
    iii.
  b. CSU application cycle and EOP application deadlines
    i. Deadline extended: December 4th CSU January 15 EOP CPP letter is due 31st
    ii. https://www2.calstate.edu/attend/student-services/eop/Pages/eop-campus-status.aspx
    iii. https://www2.calstate.edu/attend/student-services/eop/Documents/Educational-Opportunity-Program-Worksheet-2021-22.pdf
    iv. https://www.cpp.edu/ssep/eop/presentation-request.shtml
  c. Live Your Dream Awards
    i. Global nonprofit which includes 21 countries. Award 1700 2.8 million dollars
    ii. 240,000 to 170 women now includes 16 clubs 92,000