

## EOPS/CARE Advisory Committee Meeting Minutes

6/16/2020

9:00 am – 11:00 am

### Attendees:

- Alex Brambila (Admin II)
- Armine Akopyan (Adjunct Counselors)
- Carla Tablas (Admin I)
- Dario Hernandez (DREAM Director)
- Evie Loadjaja (EOPS Account Specialist)
- Huu Bui (Tutorial Services Specialist)
- Jeze Lopez (REACH Director)
- Julie Marquez (EOPS/CARE Director)
- Kaitlyn Yrineo (EOPS Program Specialist)
- Maria Hernandez Figueroa (EOPS/CARE Coordinator)
- Narineh Karimian (Adjunct Counselors)

### Review of our accomplishments during 2020

- a. Created Google Numbers
- b. Counselors moved quickly to move to phone apts.
- c. Counselors received Cranium Café and ready to launch
- d. Students had ability to make appointments online via eSARS
- e. Launched online workshops and received positive feedback
- f. Online EOPS & CARE Agreement
- g. Online tutorial services
- h. Creation of Canvas Shell
- i. Higher rate on appointments
- j. Almost “no shows”
- k. Intervention/Tracking of contacts
- l. Modification of EOPS Information Session
- m. Staff made themselves available and were present to help others
- n. Constant communication
- o. Positive feedback from students
- p. Closing down the budget (processing grants for CARE, EOPS, transferring funds, last minute book process)
- q. 150 caps and gowns
- r. 2020 Recognition Ceremony
- s. Update E-mails (8 send from the time the campus closed)

## Internal/ Challenges during pandemic

- t. Getting a hold of students
- u. Contact information was incorrect or not having access to a phone
- v. Sharing resources with students – via e-mail /social media
- w. Time to online transition from other departments/ getting ahold of certain depts. /not having a direct line of communication
- x. SARS was down a few times
- y. Having to reschedule appts. due to counseling absences
- z. Modify close to completion so that we communicate with potential graduates earlier
- aa. Send consistent message when students don't show up. Who should send?
- bb. Instructors were not available/not flexible / changing their schedules for their class (instructors starting classes later) They took EW's as a result / Students were not surveyed / lack of communication from instructors
- cc. Distance learning
- dd. Not enough support for laptops (especially at the end when tools were not compatible with software)
- ee. EOPS Hotline (one call at a time....and at some points were taking longer)
- ff. Community engagement
- gg. Students don't want to access services (like food pantry and CARE grants)
- hh. Leaves/Hiring additional help
  - i. Having to modify schedule to care for children

## Strengthening partnerships

- ii. DREAM
  - i. Political climate is challenging
  - ii. As we reach out to students, we need to consider other ways
  - iii. Issues with contact information especially for DREAM and REACH students
  - iv. Legal Services are available
  - v. Transfer process, each transfer school has a different process
- jj. REACH
  - i. Heard from students that we were in contact with them to make their counseling appts.
  - ii. Lost students, hard to focus on transitioning to provide online students while maintaining same level of contact
  - iii. Weekly newsletter with more graphics

## Fall 2020

- kk. Request Laptops (those who don't who already have one)
- ll. Phones (Mitel phones)
- mm. Contact Information:
- nn. Business Hours: How can we address the needs of our students want to call after traditional business hours

- oo. Work on what is shared on e-mail so students read the information
- pp. Finding a balance between being flexible and teaching accountability to prepare for real world.
- qq. Add an alert for “Student in partner program” but tactful in how we share the information back to the students
- rr. Send list of students to them so partners can see who is on track with requirements
- ss. Send follow up e-mail after Information Session
- tt. Optional Workshop on EOPS Requirements
- uu. EOPS Book Service
  - i. Should be complying to receive book service, it’s a disservice to make exceptions for some students
  - ii. Intervene sooner, identify who is DREAM and REACH and send a list to Dario and Jeze. (EOPS currently calls those who have not made contacts.)

### **Supporting CARE students / our student parents**

- a. Emphasize the culture that they are EOPS students first
- b. Coding our CARE students
- c. CARE for me...because I am EOPS
- d. CalWORKs Training for team on things we need to be aware of
- e. Build a culture that they are EOPS students first
  - a. Require that all students meet with EOPS Counselor? Or CARE Coordinator?

### **Next Steps:**

- Use EOPS/CARE in wording
- Request access to counselor notes?
- Document with solutions