

# 2024 Non-Instructional Program Review

## Reviewing 2022/23 Academic Year



**Program/Department: EOPS**

*Completed by Sasha Davila*

1. Please provide your position and department:

Academic Counselor Counseling

2. Please identify the non-instructional program you are reviewing.

EOPS

3. Describe how your department supports the vision, mission, and beliefs of Lake Tahoe Community College.

- We provide so much support and highly support our students comes first belief. We have prioritized students grants to give money directly to students.
- Very diverse program: older students, parenting students that includes single parent households, first gen students, former foster youth financial support that is new to the campus community, undocumented students, students that do not have a GED
- Support for returning students for multiple degrees and/or certificates
- Get back to where were prior to covid and more than halfway there.
- Serving their needs. Helping with transportation, school supplies, books, and food. Hopefully we can help with other things such as housing
- Mission: Serve our fully online & remote student population comprehensively than other programs. Have built relationships and connections with local unified school district, community agencies, and non-profits.

4. Do you have a **supervisor approved** alternative for this Annual Program Review? If so, please be prepared to upload the approved alternative, as a PDF, in the next prompt.

No.

5. What are the major strengths of your department?

- Open with providing wraparound student needs in terms of basic needs and academic
- Can provide actual laptops instead of chrome books for full academic support.
- Strong book credit and collaboration with library for providing books.
- Establishing student grants to provide directly to students: CARE, CalWORKs, CARE
- Can provide a lot of support through strong grant management
- Provide fully paid overnight university field trips
- Provide strong guest speakers on campus
- Strong teamwork and being able to hire student workers
- Collaboration with STHS, Bijou, & Mt. Tallac through ed planning, fin aid support, senior day
- Piloting a career development program on campus Career launch
- Summer open houses for incoming students with collaboration with Promise & Equity Programs
- Student Leader Professional Development quarterly to build student leadership through collaboration with Equity & Promise.
- Overall strong collaboration with other student programs through meetings to plan workshops, field trips, & events on campus throughout the year.
- Collaboration with CDC & Catalyst to support with childcare services

# 2024 Non-Instructional Program Review

## Reviewing 2022/23 Academic Year



**Program/Department: EOPS**

*Completed by Sasha Davila*

- Collaboration with County social workers and outreach in person events
- Strong partnership with Financial Aid Department

### 6. In what ways could your department improve to better meet the needs of the College and support student success?

- Program Assistant continuously pulled to support other departments that many times has interrupted work flow.
- Increasing student caseloads and addition of a new program has increased work loads and needing more permanent staffing support
- Redefine student worker manual
- Student worker turnover
- Building student awareness of different program distinctions. Confusion with CARE & CARES grant. Promise grant Promise Program
- Build more financial literacy and career readiness
- Build out Open House summer events better
- Continue increasing k-12 onboarding and outreach
- Strengthen collaboration with TRiO
- Continue outreach events and collaboration local and regional CalWORKs counties for CARE & CalWORKs
- Continue building streamlining process with RSP
- Proper notification of events coming to students

### 7. What are the biggest challenges your department may face in making these improvements?

- Providing staffing support
- Working with Student Services to figure out process to support students in new space and multiple departments needing support.
- Working on work schedule to support
- Working on getting dates ahead of time for the year to students and finishing collaboration & marketing

### 8. If there is additional information you wish to provide that wasn't addressed in this survey, please do so here.