Los Angeles Mission College
Comprehensive Program Review Validation Form

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<th>Division:</th>
<th>Lead Validator:</th>
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<tr>
<td>Student Services-EOPS</td>
<td>Diana Bonilla</td>
<td>7699</td>
<td>8/6/2014</td>
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<td>Validation Year:</td>
<td>2013-2014</td>
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<td>Validation Team:</td>
<td>Diana Bonilla, Dennis Schroeder</td>
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1. What do you see as the main strengths of the comprehensive program review (CPR)?
   - EOPS, CPR was clear and well written
   - The “bright line” was evident from beginning to end
   - SAO’s and objectives are clearly linked
   - SAO’s are good and assessment methods are specifically explained with criterion

2. What do you see as the areas most in need of improvement in the CPR?
   - On page 4, under the Student Satisfaction Survey, consider creating an SAO to address the need for professional development and customer service training. This new SAO could then link back to a new Objective that addresses enhancing professional development and customer service in the EOPS Department to which a resource request could then be added.
   - It appears that EOPS only used their own staff survey to address the Faculty/Staff Program Assessment Survey question, consider using the Fall 2013 LAMC Faculty/Staff data in which there was one response in question #11.
   - SAO #3- consider writing the contribution of SAO to Student Learning by defining the “EOPS/CARE Transition Referral Program.” Discuss the goal of the program and how it would contribute to student learning and how this new program will conceivably graduate EOPS students who have been exited out and transitioned into General Counseling at numbers similar to EOPS graduates. By doing this you are clearly defining the program which is helpful to the reader.
   - Under professional development rather than providing the job descriptions of the employee insert the description of the conferences, campus wide committees or presentations attended.
   - Under Professional Development Needs consider creating an objective for this to establish funding for training in your resource request (see bullet # 1 above).
   - Under Facilities and Equipment –consider adding another objective and resource request tied to the need for additional space or reallocation of space for growing staff.
   - Under Recommendations-consider inputting some recommendations that have come out the EOPS Advisory Committee meetings.
   - Consider changing wording of “In the most recent accreditation evaluation findings” to “audit finding” as this most likely came out of an audit finding.
   - Under Service Area Planning Assumptions consider adding data to support the justification of hiring more counselors to meet the needs of 1300 students by adding exactly how many counseling hours would be required to services this many students.
   - Under Supplemental Files consider adding Advisory Committee Agenda and or minutes of meetings and evidence of EOPS Staff Survey.
• Under the Summary, it is mentioned, for the first time, the development of an on-line application platform—consider adding this as an objective that would be very easily accomplished since it seems that it is already in progress.

3. To what extent does the CPR demonstrate support for the mission and goals of the college as a whole?

• EOPS is a critical and important program to the College campus as it continues to graduate and transfer a high number of students each year.
• The program contributes greatly to student success by offering above and beyond services to students.

4. To what extent is each of the following sections properly completed and up-to-date? If improvements are needed, specify them.
   a. Unit Effectiveness—SAOs
      • SAOs are well written and clearly links to objectives and resource requests
   b. The rest of the Unit Effectiveness sections
      • Very thorough and descriptive
5. To what extent are there clear connections from useful evidence (including but not limited to SAO assessments) through meaningful analysis, sound improvement objectives, and relevant resource requests (if any)?

- Good program review, the “bright line” was evident and clear.
6. To what extent are recommendations from prior validation addressed effectively?

- Responses were evident in the response update

7. Commendations.

- EOPS continues to be a vital component of student success to the college as they consistently have been able to graduate and transfer students with high GPAs. These students have earned honors such as Summa Cum Laude, Magna Cum Laude and Cum Laude
- This past year one of the EOPS students was selected to be the Salutatorian, Anhid Abrahamian
- See strengths (question # 1)

8. Recommendations

- See question # 2

9. Responses to the validating team’s questions from the program director.