

CSUEB Student Affairs Assessment Report Template

<i>Name of Dept/Program</i>	Educational Opportunity Program
<i>Dept/Program Lead</i>	Dr. Antonio Martinez- EOP Director
<i>Dept/Program AVP</i>	Martin Castillo

1) DEPT/PROGRAM MISSION

(i.e., what are the goals that the dept/program will achieve?):

Dept/Program Mission Statement
<p>The Educational Opportunity Program (EOP) at California State University East Bay is designed to improve access and retention of historically low-income, first-generation, and educationally disadvantaged students. EOP identifies and admits students who have the potential to succeed at California State University campuses, but who have not achieved their educational goals because of economic and/or educational background. EOP provides students with the resources, tools, and skills to ensure academic and personal success through a variety of academic support services. Our services are proactive, culturally sensitive, and personalized to meet the needs of a diverse student population.</p>

2) **ASSESSABLE STUDENT OUTCOMES**

i.e., what measurable impact(s) will students demonstrate/achieve from involvement/interaction with the dept/program? List outcomes as needed.

Student Outcome Statement
<i>EOP Students will feel a sense of belonging through being an active member of our EOP program.</i>
<i>Establish a trusting relationship with EOP counselor that lead to the student's utilization of academic and socio emotional support resources</i>
<i>EOP students will enhance their academic success within the classroom through identifying strategies related to increasing connections to campus resources, and self-efficacy.</i>
<i>EOP students will recognize how individual cultural identities shape views and experiences of learning at East Bay.</i>

3) **SIGNATURE PROGRAMS/SERVICES**

i.e., what are the dept/program's key programs or services? Assign the relevant outcome(s) from #2 to its corresponding program/service.

Name of Signature Program/Service	<i>EOP Students will feel a sense of belonging that leads to increased retention</i>	<i>Establish a trusting relationship with EOP counselor that lead to the student's utilization of academic and socio emotional support resources</i>	<i>EOP students will enhance their academic success within the classroom through identifying strategies related to increasing connections to campus resources, and self-efficacy.</i>	<i>EOP students will recognize how individual cultural identities shape views and experiences of learning at East Bay.</i>
<i>EOP Graduation</i>	X			X
<i>EOP Fall and Spring Welcome Events</i>	X	X		
<i>EOP Advising</i>	X	X	X	X
<i>EOP General Studies Course</i>	X		X	X
<i>EOP Orientations</i>	X			X
<i>EOP Grant</i>	X		X	

4) **ASSESSMENT ACTIVITY/DATA ANALYSIS**

i.e., how has the department/program evaluated its effectiveness (e.g., surveys, dashboards, other assessment methods) in meeting the stated outcomes in #2? Please attach or link to the assessment activity/data analysis.

Type of Assessment	<i>EOP Students will feel a sense of belonging that leads to increased retention</i>	<i>Establish a trusting relationship with EOP counselor that lead to the student's utilization of academic and socio emotional support resources</i>	<i>EOP students will enhance their academic success within the classroom through identifying strategies related to increasing connections to campus resources, and self-efficacy.</i>	<i>EOP students will recognize how individual cultural identities shape views and experiences of learning at East Bay.</i>
EOP Graduation Exit Survey - experiences with counselors - time to degree/grad impact - Satisfaction - Involvement - Connections - Recommendations - Life after college -	X	X		
Pioneer Insights - Retention - Graduation - Demographics - FG, Pell, URM	X		X	
EOP Peer Mentor Impact Survey - For the peer mentors/Leadership - Relationships - Professional Development - Workshops	X			

<p>EOP End of the Semester Impact Survey</p> <ul style="list-style-type: none"> - Similar to graduation survey but for all students - Events attended - Relationship with counselor - Student success/academic/resources support 	X	X		
<p>GS Assignment/workshop (reflection, identity development)</p> <ul style="list-style-type: none"> - How are you seen? - Reflection of a paper what they learned about themselves and others 				X
<p>Incoming Student Survey</p> <ul style="list-style-type: none"> -IER will send EOP the BCSSE responses so staff can triangulate student need based off two incoming surveys 			X	
<p>Assessments to build out:</p> <ul style="list-style-type: none"> - EOP Podcast (staff and students) 				X

5) **CONTRIBUTION TO DIVERSITY/EQUITY/INCLUSION**

i.e., how does the department/program contribute to enhancing a culture of DEI at CSUEB and what data have been collected/assessed related to advancing DEI?

Contribution to/Impact on DEI	<i>Data/Evidence of contribution/impact</i>
<i>EOP serves a student body where 95% are first-generation, 90% are eligible for Pell Grants, and 75% identify as underrepresented minorities (URM). Our commitment as an EOP program entails providing these students with individualized academic and personal resources to support their journey.</i>	Higher retention and graduation rates for BOTH transfer and frosh
<i>The EOP staff members mirror that of the student population, fostering a sense of mutual understanding and cultural affinity. This alignment cultivates an environment of open communication, enabling students to seek guidance and direction from staff with a greater sense of comfort and connection.</i>	<ul style="list-style-type: none"> - Input data from the exit survey that indicates students have a personal connection to their counselor and staff members. - Include a rough breakdown of the staff member demographics TBD
<i>EOP-specific summer program (Summer 2023) - Second chance opportunity for students to be admitted to CSUEB - First Gen students and URM students.</i>	25 students attended. Hoping to make this a recurring program that scales to a larger student population
<i>Financial support via the EOP Grant up to \$1,000 to address student needs.</i>	TBD

6) **EVIDENCE OF EFFECTIVENESS/AREAS OF GROWTH**

Key Takeaways	<i>Assessment findings that justify effectiveness/area of growth</i>	<i>Implications for practice/Next steps</i>
<p><i>The EOP program has a positive impact on student experiences and leads to higher retention and graduation rates.</i></p>	<p>EOP Graduation Exit Survey</p>	<ul style="list-style-type: none"> ● 53.8% indicated that they entered our program as Transfers while 46.2% entered as Freshman ● 23.1% graduated in 3 years, 46.2% graduated in four years, and 30.8% graduated in five years. ● 46.2% had one counselor during their time with EOP while 53.8% had two different counselors. Retention in staff is critical. ● 61.5% indicated their experience with our EOP program being excellent, 30.8% said it was good, while 7.7% (1 response) said it was poor. ● 76.9% indicated that the EOP program positively impacted their academic success. ● 61.5% indicated that the EOP program positively impacted them through our financial assistance (EOP Grant) ● 61.5% rated our EOP services as excellent, 30.8% rated it good, and 7.7% rated it as fair. ● 92.3% indicated that EOP was helpful in them achieving their academic goals.
<p><i>The EOP program facilitates meaningful connections amongst students and with faculty, staff, and peer mentors.</i></p>	<p>EOP Peer Mentor Impact EOP Peer Mentor Experience Survey SP 24</p>	<ul style="list-style-type: none"> ● four out of our 5 EOP Peer Mentors completed the survey for their SP 24 EOP Peer Mentor Experience ● 100% indicated that they were satisfied with their roles and responsibilities as EOP Peer Mentors ● 75% indicated that they felt properly trained. Next steps would be to develop more comprehensive trainings to reach for 100% ● 75% indicated feeling supported by the EOP staff. Next year each Peer Mentor will be assigned to work more closely with an EOP staff member. ● 75% indicated that “communication barriers” were the biggest challenge for the group. Moving forward we will provide more support, direction, and guidance in an effort to minimize this challenge.

<ul style="list-style-type: none"> ● Strive to get 75% of responses to communicate that they've met with EOP counselor 2 or more times per semester. Work intentionally with counselors to ensure two or more meetings utilizing EOP Hold and EOP Contract Agreement ● Strive to get 70% of students attending one or more events during the semester. Work with the engagement team to ensure proactive promotion of events while also working with EOP counselors to help encourage students to attend EOP events. ● Look if possible to increase EOP grant to 1,500 (\$750 per semester) per student to increase support impact for students. ● 	<p>EOP End of the Semester Impact Survey EOP End of Semester Impact Survey- Spring 24</p>	<ul style="list-style-type: none"> ● <i>94% of student responses communicated that their experience with the EOP program during the SP 24 Semester was Satisfactory, Very Good, or Excellent.</i> ● <i>64% of student responses communicated that they met with their counselor 2 or more times during the SP 24 semester</i> ● <i>66.6% of student responses communicated that they attended 1 or more EOP event during the SP 24 Semester</i> ● <i>For the following question: "The EOP Program is helping me succeed here at CSUEB" 84.6% of responses said they Agreed or Strongly Agreed</i> ● <i>For the following question: "Receiving the \$500 EOP Grant was helpful"92.3% of responses said they Agreed or Strongly Agreed</i>
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