



July 19, 2010

Dear Continuing EOPS Student:

Congratulations on completing the 2009-10 academic year! I hope you are having an enjoyable summer, be it taking classes, working, traveling, spending time with family and friends, or simply doing things that make you happy. The start of the 2010-11 academic year will be here before we know it, and as is customary, I am writing to you at this time to provide you with information that will be helpful to you as you continue your participation in EOPS and CARE (as applicable). There are some program changes that will affect you directly, so please read this entire letter. If you have questions or need help understanding anything in the letter, **call 408.855.5055/5056 or stop by the EOPS Office (E1-403)** and we will be glad to assist you. For your convenience, designated EOPS staff members are bilingual English/Spanish and English/Vietnamese.

#### **OFFICE HOURS ~ FALL 2010 AND SPRING 2011**

Generally, Monday-Thursday 9:30am-5:30pm, counseling appts 'til 7:00pm; Fri 9:30am-1:00pm. Closed: holidays; weekends; for lunch 12-1pm, Monday-Thursday (except for scheduled appointments); and for staff meetings 12-1pm on 2<sup>nd</sup> & 4<sup>th</sup> Fridays. Additionally, we will be closed on Friday, August 27, 2010 and one Friday in April 2011 (date to be announced) for staff development purposes. Summer 2010 Hrs: Monday-Thursday, 9:30am-5:30pm; closed Friday.

***Action Needed by You:*** *Make note of and observe these office hours. Knock on the door for appointments 12-1pm or after 5:30pm.*

#### **STATE BUDGET IMPACT ON EOPS AND CARE SERVICES**

As you may know, both EOPS and CARE are primarily funded by monetary allocations that we receive directly from the California Community Colleges Chancellor's Office, which is under the auspices of the State of California. California's recession resulted in a 40% budget cut to EOPS and CARE in 2009-10, and you were personally affected by this in reduced services and grant awards. Governor Schwarzenegger has proposed an additional 16% cut to EOPS for 2010-11, however, so far, the legislature has not supported the proposal. An additional proposal of the governor's sets forth "flexibility" that would permit college districts to decide how funds made available by the State are distributed to individual college programs. As of today, a State budget for 2010-11 has not been adopted, nor has final action been taken on the flexibility issue, and there is no clear indication of when this will happen. As such, we are unable to tell you at this time the specific level of EOPS and CARE services you can expect. Understanding that things could change depending on the outcome of the 2010-11 State budget, here is what we are planning for at this point in time:

- Counseling staffing is being reduced, but the requirement of three counseling contacts per semester (fall and spring) is remaining intact. Because there will be a limited number of appointment slots, if you miss an individual counseling contact appointment (without 24-hour advance notice) during a given appointment period, you will not be

permitted to reschedule during that same period. You may, however, attempt to complete your counseling contact during a “drop-in” session.

- EOPS grant awards will continue to be offered. The projected amount is \$200/student/semester, however, this is subject to change depending on confirmation of our funding.
- The EOPS Book Service will be the same as last year, \$100/student/semester, with slight modifications to the procedures/policies (see below).
- An academic planner will be offered to each student, however, no additional school supplies will be available.
- “Over-and-above” tutoring services will likely be offered in collaboration with other programs on campus. No tutors will be hired specifically for EOPS.
- The Cap & Gown service for graduates is being eliminated, as are special activities we’ve sponsored/co-sponsored in the past (e.g., Finals Crunch), at least for now.
- Front office staffing will likely be reduced, which means you may have to wait a little longer for assistance.
- CARE services, including grants projected at \$700/student/semester, Book Service for all required books not covered by CalWORKs or other entitlement, and workshops (of which attendance at a minimum of one/semester is required) will continue to be offered to all students in this program.

We ask for your patience as we await important budget decisions to be rendered by our legislators and governor. We also ask for your understanding as we make program adjustments in light of service reductions that may occur.

**Action Needed by You:** Check the display case outside of the EOPS Office for updates on budget impacts to EOPS and CARE services. Also, read the Keeping Tabs bulletin sent to you via e-mail monthly and posted on our web site at: [www.missioncollege.org/depts/EOPS/index.html](http://www.missioncollege.org/depts/EOPS/index.html). Remember, an informed student is an empowered student! **Be mindful that any information provided in this letter is subject to change, depending on the level of funding ultimately approved in the State budget AND how our district may choose to distribute funds!**

### **2010-11 COUNSELING CONTACT SESSIONS**

All EOPS students are expected to complete three counseling contacts each semester.

<b>The 2010-11 appointment periods are:</b>	<b>Fall '10</b>	<b>Spring '11</b>
Period 1 – First appt by end of semester’s 5 <sup>th</sup> week (group)	Aug 24 – Oct 1	Jan 31 – Mar 04
Period 2 – Second appt by end of semester’s 11 <sup>th</sup> week	Oct 04 – Nov 11	Mar 07 – Apr 22
Period 3 – Third appt by end of semester’s 16 <sup>th</sup> week	Nov 15 – Dec 17	Apr 25 – May 27

In an effort to accommodate more students for counseling contacts early in the semester, we tried out group sessions last year, serving up to 8 students per counselor per 1-hour session. After getting through the first few trials, these seemed to work well for both counselors and students. We will continue with the group sessions for the first appointments only for fall and spring with one minor revision, that being up to 6 students (instead of 8) per counselor per 1-hour session. All the more reason to schedule your first appointment early! Funding

limitations preclude us from retaining part-time counselors on staff to offer additional counseling hours as we have been able to do in the past. As such, our permanent counselors Theresa Tran and Chau Nguyen will carry the full load of counseling for all EOPS students. As stated earlier, because there will be a limited number of appointment slots, if you miss an individual counseling contact appointment (without 24-hour advance notice) during a given appointment period, you will not be permitted to reschedule during that same period. You may, however, attempt to complete your counseling contact during a “drop-in” session. In any event, you will still have a “No Show” for the missed individual counseling contact entered on your EOPS record. Theresa and Chau may also be available on a limited drop-in basis for the first few of weeks of the semester as time permits for urgent questions, clarifications, and requests. You can inquire at the front counter about these times.

***Action Needed By You:*** Call the EOPS Office at 408.855.5055/5056 or stop by in-person (E1-403) to schedule your first counseling contact. Be sure to complete all of your counseling contact sessions during the designated appointment periods, as not doing so may jeopardize your status in the program!

### **2010-11 EOPS STUDENT AGREEMENT CONTRACT RENEWALS**

Student Agreement Contracts will be renewed for 2010-11 for students who are still EOPS-eligible and are continuing to work toward their educational goal. You may renew your contract at your first counseling contact (group session) or at the Saturday Book Service, whichever occurs first for you. If you choose to use the Saturday Book Service first, your contract will be renewed initially for Services Only. Once you attend your first counseling contact, your contract will be changed to Grant & Services (as appropriate) at that time. All continuing students renewing contracts must:

- 1) Be enrolled in a minimum of 6 units\* (minimum 4.5 if enrolled in DISC)
- 2) Have a valid e-mail address (required); and
- 3) Turn in a copy of class schedule (for your file). NO EXCEPTIONS! You may be asked to reschedule or come back if you don't have this!

\*Wait lists not considered.

***Action Needed By You:*** First, make every effort to ensure your Financial Aid file is complete or will be complete soon so that you will be eligible for an EOPS grant (assuming you have unmet financial need). Second, make a photocopy or download a copy from MyWebServices of your class schedule showing at least 6 units, and bring this with you to turn in at your first counseling contact or the EOPS Book Service (whichever occurs first) so that your EOPS contract can be renewed. Third, keep your goldenrod copy of the contract issued to you, as you will need it to purchase your books for fall and spring. Fourth, ABIDE BY YOUR CONTRACT! **Note – if your contract is not renewed during the first appointment period (see dates above), we will assume you no longer desire to participate in EOPS and your participation will be terminated.**

### **FINANCIAL AID DISQUALIFICATION**

If you are on Financial Aid Disqualification and are planning to appeal, you will need to meet with a counselor and have her/him sign off on your SAP appeal form. Counselor David Piper is

available for a limited time to assist EOPS students with this, but you must act fast. The sooner you submit your appeal to the Financial Aid Office, the better. Remember – EOPS grants are awarded after your federal aid options are exhausted and you still have unmet financial need. Not completing the Financial Aid process renders you ineligible to be considered for an EOPS grant.

**Action Needed By You:** *If you are on Financial Aid Disqualification, first, download the SAP appeal form from the Mission College web site: [http://www.missioncollege.org/student\\_services/financial\\_aid/documents/2010-11SAPAppealRequestFormFillable.pdf](http://www.missioncollege.org/student_services/financial_aid/documents/2010-11SAPAppealRequestFormFillable.pdf). Second, follow the instructions on the form, answering all questions and attaching any documents requested. Third, if you have not already done so, call the EOPS Office at 408.855.5055/5056 to schedule a counseling appointment for review of your appeal (this appointment is specifically for this purpose). Your Educational Plan will be updated at this appointment. Fourth, after the counselor has signed off on your appeal, make a copy for your records then turn the original in to the Financial Aid Office.*

### **EOPS BOOK SERVICE**

(CARE students are not eligible for the EOPS Book Service. Please see **CARE STUDENTS** below.)

The EOPS Book Service for continuing students begins on Tuesday, August 24 in conjunction with the group counseling contact sessions and continues through the end of the first appointment period. Students have another option of accessing the Book Service on Saturday, August 28, 2010, 9am-1pm at the EOPS Office. The procedure to purchase books is as follows:

1. After signing the EOPS contract, take your goldenrod copy with student ID card to the Mission College bookstore.
2. Locate your books and take them to the cashier.
3. The cashier will provide you with a \$100 gift card.
4. The gift card will be used to pay for your text books. Any unused balance will remain on the gift card, and the card will be given to you with the receipt of purchase.
5. The cashier will stamp the back of your goldenrod contract copy with “Mission College Bookstore” to show you have used the service.

The following policies apply to all students receiving the service:

- In order to receive a gift card from the bookstore, you must purchase required books.
- You are restricted to purchasing books for yourself only, and may not use the service to purchase books for someone else.
- If you misuse the service or engage in other unacceptable activity in regards to the service, you could be subject to dismissal from the program.
- The cards do not expire. Once you have used the card for your initial book purchase, any balance remaining on the card goes to you.
- You must keep your goldenrod copy of the EOPS contract for the spring semester Book Service.

**Action Needed By You:** *If you choose to use the Saturday EOPS Book Service, show up at the EOPS Office on August 28, 2010, 9am-1pm with class schedule (indicating enrollment in at least*

6 units) and Mission College Student ID in hand so that your EOPS Contract can be renewed. Abide by the procedures and policies outlined above – except for CARE students who will see Rene Mesa, EOPS/CARE Specialist regarding the purchase of books (see **CARE STUDENTS** below). If you choose not to use the Saturday EOPS Book Service, you will be accommodated at your first counseling contact (group session).

### **PRIORITY REGISTRATION**

As you know, you as EOPS students are afforded the coveted opportunity to register for classes **first** before the general Mission College student population to ensure that you get all the classes you need per your Educational Plan. We have found, unfortunately, that some students are not taking advantage of this prized service, making it somewhat difficult for us to justify continuing to avail it. This is one of the reasons we advised students all during the spring semester that they must be registered in at least 6 units (the minimum to continue in EOPS) by June 8, 2010 – which provided a 7-week grace period from the April priority registration dates. The other and more important reason we asked continuing students to ensure they were registered in at least 6 units by June 8, 2010, was so that we'd know how many would be coming back in the fall. Knowing this was important so we could assess how many new students we'd be able to accept into EOPS, as with dwindling resources (the current dilemma throughout California), we will likely be serving a lesser, limited number of students. **Please register for Spring 2011 during the priority registration dates in November 2010 (to be announced) that will be set aside specifically for you! Note that if you are not registered in at least 6 units for Spring 2011 by January 5, 2011, we will assume you are no longer interested in the program and your participation will be terminated.** The only blanket exception is for students who may not be permitted by their educational program (such as LVN) to register for classes within this timeframe. Other exceptions involving extenuating circumstances may be brought to my attention (EOPS Director) for consideration on a case-by-case basis.

**Action Needed By You:** Register for Spring 2011 (and all subsequent semesters) during the Priority Registration dates reserved for you as EOPS students. These dates usually occur in November for spring semester registration and in April for fall semester registration.

### **CARE STUDENTS**

All CARE services for students participating in the CARE program are accessed through Rene Mesa, EOPS/CARE Specialist. We are happy that we have been able to offer you supplemental support, by providing services that augment those you already receive from EOPS, and possibly CalWORKs, Access, and other campus programs; and we look forward to continue being of service to you in the academic year ahead. In order to continue your participation in CARE in 2010-11 you must meet all program qualifications, including the TANF eligibility requirement, and you must satisfy the program expectations outlined below.

#### **1. CARE Orientation and CARE Contract**

All new and continuing CARE participants must attend a CARE orientation. The orientation provides an opportunity for: new students to learn about the program for the first time, continuing students to receive important updates, and new and continuing students to meet and get to know one another. You must bring with you to

the orientation a Verification of Benefits that indicates you are receiving TANF cash aid. A 2010-11 CARE Contract (for grant & services, as applicable) will be signed with you at that time. The projected CARE grant award amount is \$700/student/semester.

2. CARE Book Service

The CARE Book Service is available to CARE students who are **not** receiving their books through CalWORKs (or another entitlement program). If you fall into this category, you are required to meet with Rene Mesa on an individual basis to receive bookstore gift cards to purchase your books. Please keep in mind that the Book Service is for required textbooks/media only. If you are receiving your books through CalWORKs (or another program), you are not required to have this individual meeting.

3. CARE Workshops

CARE students are required to attend at least one CARE workshop per semester. The purpose for this is to expose you to information that might be of value to you during your college journey and/or in your future career and life. The workshops are conducted by Rene Mesa, and are generally offered on Friday mornings to accommodate most students' schedules. You can choose which one (per semester) you'd like to attend, or you can attend them all! More information on the workshops will be provided at the CARE Orientation.

**Action Needed By You:** Attend the CARE Orientation, turn in your Verification of Benefits, sign your CARE contract, meet with Rene Mesa (EOPS/CARE Specialist) if needed for the CARE Book Service, and attend at least one CARE workshop per semester. Abide by your CARE contract and inform the EOPS/CARE Specialist if/when your TANF benefits terminate. To schedule yourself for the CARE Orientation and/or CARE Book Service appointment, you may call Rene Mesa directly at 408.855.5060 or the EOPS Office general phone line at 508.855.5055/5056.

Thank you for enduring this lengthy letter. I know it's a lot of information to digest, but all of it is important to your continued participation in EOPS and CARE (if applicable). We look forward to seeing you again soon, but for now – enjoy the rest of your summer!

Sincerely,

Deborah LeFalle, Director  
Extended Opportunity Program & Services

EOPS Office Main Phone #: (408) 855-5055/5056

Para su conveniencia, los miembros designados del personal de EOPS son bilingüe Español / Inglés. Si usted necesita ayuda para entender esta correspondencia pregunte por Vicky Franco 408-855-5057 o René Mesa 408-855-5060.

Để thuận tiện cho bạn, chương trình EOPS có nhân viên nói được hai thứ tiếng: Anh và Việt. Nếu bạn không hiểu phần nào trong lá thư này, xin liên lạc với cô Xuan Lu ở số phone 408-855-5055.