



Fall 2025 Program Review Report | Non-Instructional Areas

Department /Area Name: EOPS/CARE/NEXTUP/GUARDIAN SCHOLARS Program For Planning Years: 2026-2027

Name of person leading this review: Kendra Ruff- Director

Names of all participants in this review: Kendra Ruff-Program Director, Ty Steans-NextUp Project Supervisor, Julian Asher-Clerical, Sal Suarez-EOPS Counselor, Dietra Jackson-EOPS Counselor, Tiffany Castillejo-EOPS Counselor, Yvette Petrin-EOPS Specialist, Hilda Thompson-EOPS Tech II, Jenell Paul- EOPS Tech II, Andrea Brown- EOPS Tech II, Markell Johnson-Nextup Program Specialist, Ayanna Cuevas-Nextup Program Specialist

Part 1. Program Overview: Briefly describe how the program contributes to the district mission

(AVC Mission Statement: "Antelope Valley College, a public institution of higher education, provides a quality, comprehensive education to a diverse population of learners. We are committed to student success offering value and opportunity, in service to our community" (AVC, 2025).

EOPS Mission Statement: "The mission of the Extended Opportunity Programs and Services (EOPS) program is to support the primary goals of recruiting, retaining, and transitioning students who have language, social, economic, and/or educational disadvantages. The program provides student support delivery service and programs which are "over, and above, and in addition to" the regular programs and services offered by the college" (EOPS, 2025).

EOPS supports the Antelope Valley College District's mission by empowering students who might otherwise struggle to access higher education. EOPS offers priority registration, and a comprehensive counseling program that promotes local degrees, transfer degrees, or certificate completion in six semesters or seventy units as required by the California Community College Chancellor's Office. EOPS also provides financial support through grants, offers transfer assistance, scholarships, and additional support including transportation assistance in the form of gas cards or bus passes and workshops for CARE and NextUp students.

EOPS places a strong emphasis on academic progress, by requiring students to follow their educational plan and to maintain academic progress throughout each semester. Students benefit from personalized academic, career and transfer support from the dedicated EOPS counselors and staff. EOPS maintains high expectations for its students, fostering a caring environment and provides the necessary resources to help them achieve their academic, career and personal success. This approach aligns with the district's mission of promoting student success and a student-centered learning environment.

Part 2A. Analyze the program review data for your area including equity data and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, etc.

Use the following questions to guide your analysis:

- Who do you primarily serve and what services do you provide for each of the groups?
• How is the work of your area measured or quantified? What is your measure of success?
• How do the demographics served by your area's work compare to AVC's service area demographics?
• Which race/ethnicity groups experience the largest equity gaps?
• What are the success and retention rates (S&R) for your area (if applicable)? Did they decrease or increase in the last year?

Consider the above questions and provide written analysis of your data.

EOPS is a state-funded program designed to support economically and educationally underrepresented students in achieving their educational goals. The program continues to serve students with financial need who face educational disadvantages and are committed to pursuing higher education.

The majority of EOPS students identify as women and first-generation college students, with strong representation from minority groups that mirror Antelope Valley College's service area. Hispanic students make up approximately 55% of participants, followed by African American students at 31%, with smaller populations of White, Asian, and multi-ethnic students. The program also serves a high proportion of part-time and parenting students balancing work, family, and academic responsibilities.

EOPS provides a comprehensive range of services that include priority registration, financial and book grants, three counseling contacts each semester, individualized educational planning, and access to the EOPS computer lab for printing, scanning, and academic use. Additional support includes gas cards, parking passes, university campus tours, scholarship opportunities, a graduation recognition ceremony, and free caps and gowns. These services align with the college's mission to promote access, retention, and student success for disproportionately impacted populations.

EOPS measures its success through required counseling contact completion, survey feedback, and student outcomes, including persistence, retention, and success rates. In 2024–2025, the program achieved a success rate of 73.7% and a retention rate of 89.4%, demonstrating strong recovery following pandemic-year declines. Student satisfaction remains exceptionally high, with 94% of students reporting being satisfied or very satisfied with EOPS services. Survey data also highlights the continued importance of book grants, priority registration, counseling, and parking support as the most impactful services. Overall, EOPS continues to demonstrate measurable success in removing barriers, closing equity gaps, and fostering student achievement for historically underserved populations at Antelope Valley College.

CARE, which serves our single parenting students receiving CalWORKs/TANF, shows similar growth and strong outcomes. Over the last four years, CARE participation has increased from 44 students in Fall 2020 to 63 students in Fall 2024. CARE students continue to demonstrate high levels of persistence, with retention averaging around 90 percent and the success rate rising to 76.1 percent in Fall 2024.

CARE students are also completing more milestones and earning more awards than in previous years. In 2024–2025, they earned 55 degrees and certificates, more than doubling the number awarded just a few years ago. The continued growth in participation and completions reflects the impact of the additional support CARE provides through intentional programming, specialized workshops, and a strong sense of community that helps parenting students balance academic, work, and family responsibilities. These outcomes show that CARE students are staying engaged, making progress, and reaching their educational goals at increasing rates.

NextUp and Guardian Scholars continue to strengthen support for current and former foster youth by providing consistent guidance, resources, and opportunities that help students stay connected and make progress toward their goals. The program offers priority registration, book and meal support, educational planning, and regular check ins to ensure students receive ongoing support throughout the semester. Students also participate in focused workshops, life skills activities, university tours, and community building events designed to give them the structure and encouragement needed to navigate both academic and personal responsibilities.

Over the past year, NextUp and Guardian Scholars have increased visibility and access through intentional outreach and expanded collaboration with EOPS, CalWORKs, ASO, Financial Aid, and Basic Needs. These partnerships have helped streamline referrals, improve communication, and ensure students are connected to campus resources early on. The continued emphasis on relationship building, timely follow up, and supportive programming has contributed to stronger engagement and a more stable pathway toward degree completion and transfer for foster youth at Antelope Valley College.

In alignment with Title 5 and Vision 2030, EOPS/CARE/Nextup/Guardian Scholars remains deeply committed to advancing equity in access, support, and success. The program continues to create meaningful opportunities for students to thrive by providing the resources, guidance, and encouragement they need to reach their educational goals and transform their futures.

Part 2B. Based on Part 2A and the reflection questions below, identify the program/area Strengths, Opportunities, Aspirations & Risks:

Use the following questions to guide your analysis:

- Who do you primarily serve and what services do you provide for each of the groups?
- Describe how your program/area incorporates constituent feedback.
- How does your program address equity gaps within the scope of work?

The EOPS/CARE/NextUp/Guardian Scholars program continues to actively incorporate student feedback to strengthen services and ensure they remain responsive to the diverse needs of our students. Feedback is collected through end-of-semester surveys, counseling appointments, and regular interactions with students, faculty, and staff. After each term, students are invited to share their input on workshops, counseling sessions and support services, allowing the program to make adjustments that improve service delivery and align with student needs. The EOPS team reviews this feedback to identify trends, areas for improvement, and opportunities to expand resources that directly support persistence and success.

In our end-of-year EOPS/CARE/NextUp/Guardian Scholars student survey, 169 students participated, providing meaningful insight into their experiences with the program:

• **Overall Satisfaction:**

- o 64% of students reported being very satisfied with the services received.
- o 30% indicated they were satisfied with the program.
- o Overall satisfaction reached 94%, reflecting continued high engagement and program impact.

• **Progress Toward Educational Goals:**

- o 66% of students felt very satisfied with the progress they were making toward their educational goals.
- o 28% reported being satisfied with their progress.
- o Students cited consistent counselor contact and individualized education plans as key to staying on track.

• **Most Beneficial Services:**

- o Priority Registration – 84% of students found this to be one of the most beneficial services.
- o Book and Financial Grants – 87% identified these supports as the most valuable aspect of the program.
- o Counseling Appointments – 70% highlighted the three mandatory counseling sessions as extremely helpful.
- o Students also mentioned parking passes, meal cards, and university campus tours as additional resources that help them stay enrolled and connected.

Strengths and Accomplishments: *(Include your data analysis of relevant metrics in your response.)*

EOPS best practices continue to directly support Antelope Valley College’s mission by fostering student success, retention, and equity through intentional and targeted support for students facing economic and educational challenges. Each of the practices offered by EOPS/CARE/NextUp/Guardian Scholars aligns with and enhances the college’s commitment to student-centered learning, equitable access, and community empowerment in the following ways:

Priority Registration:

By offering priority registration, EOPS ensures students can enroll in the courses they need to stay on track for graduation or transfer. This practice directly supports AVC’s mission to promote timely completion and academic success while addressing barriers that disproportionately affect low-income and first-generation students.

University Campus Visits:

EOPS provides opportunities for students to visit university campuses and participate in overnight experiences, which allow them to visualize themselves in a university setting and strengthen their confidence in pursuing transfer goals. These visits inspire higher aspirations, build a sense of belonging, and reinforce AVC’s mission to create pathways to lifelong learning.

One-to-One Counseling and Comprehensive Educational Plans:

Personalized counseling and structured educational planning remain at the core of EOPS. Students receive three required counseling contacts each semester and an individualized education plan tailored to their goals. Survey shows that 70% of students identified counseling as one of the most valuable services offered, with 66% reporting high satisfaction with their academic progress. This approach directly fosters persistence, academic progress, and personal growth.

Scholarship Opportunities and Financial Support:

EOPS scholarships, book and financial grants, continue to remove financial barriers that impact persistence. In the 2025 survey, 87% of students identified book and financial grants as the most beneficial service, underscoring the importance of tangible aid in supporting student success. These supports ensure equity and access by providing the resources needed for students to remain focused on their education.

Workshops and Events Tailored to Academic and Personal Needs:

EOPS continues to offer workshops designed to promote academic, career, and life skills, such as financial literacy, time management, and self-care. These activities not only address academic needs but also contribute to the holistic development of students, preparing them for both educational and personal challenges.

Parking Passes, School Supplies, and Transportation Support:

The addition of parking passes this year has been an important step in reducing a significant barrier to attendance. Combined with gas cards and other transportation assistance, these services help ensure that students can consistently attend class and participate in campus activities.

Program Impact and Data-Driven Success:

EOPS continues to maintain strong student outcomes, with a success rate of 73.7% and a retention rate of 89.4% in 2024–2025. Student satisfaction remains high, with 94% of survey participants indicating that they are satisfied or very satisfied with the program. These results demonstrate the effectiveness of EOPS in promoting student persistence, retention, and degree completion.

Through these efforts, EOPS/CARE/NextUp/Guardian Scholars continues to uphold Antelope Valley College’s mission by providing equitable access to resources, removing barriers to education, and empowering students to achieve their academic, personal, and career goals.

Opportunities and Challenges: *(Include your data analysis of relevant metrics in your response.)*

Consider the following questions:

- What does your program/area need to do better to support/improve student success?
- What actions can be taken to help close equity gaps?

To better support and improve student success, the EOPS program will continue strengthening academic, financial, and personal support services that directly address barriers impacting student retention and completion.

EOPS recognizes the continued need to expand tutoring support, especially in core subjects such as Math and English. The program interviewed several tutoring candidates during the year but was unsuccessful in finding individuals who met the needs and expectations of the program. EOPS remains committed to identifying qualified candidates and exploring other strategies to expand academic support, including collaborations with existing campus tutoring resources.

Expanding financial literacy workshops also remains a priority, as these sessions help students develop essential budgeting skills and reduce financial stress. The program plans to continue offering financial literacy workshops each semester to help students make informed decisions about money management and long-term financial planning.

EOPS also continues to address the gender gap, as female students significantly outnumber male students in the program. To help close this gap, the program has focused on increasing outreach to male students through orientations, classroom presentations, and direct engagement at the start of each semester. These efforts aim to raise awareness about program eligibility, benefits, and available resources to encourage more male student participation.

Additionally, as the EOPS, CARE, NextUp, and Guardian Scholars programs continue to grow, the need for additional counseling staff has become essential to maintaining quality student support. Increasing counselor capacity will help ensure all students complete their required contacts and receive individualized guidance to stay on track.

- Identify 2-3 challenges within your department and explain why these challenges pose a risk to the institution. These challenges can be systems, functions or programs involving financial/business processes, information technology, policies, program administration, compliance issues, etc. What is the likelihood they will pose a disruption to your program/processes with 1 being unlikely and 5 being highly likely?

Challenge	Likelihood (1 being unlikely and 5 being highly likely)
Staffing Capacity and Growth – As student enrollment and program participation continue to increase, the need for additional EOPS/NextUp counselors has become critical. Current counseling capacity limits the number of appointments available to students, which can impact their ability to complete required contacts and receive timely academic guidance. Adding additional full-time counselors will help maintain the quality of service, improve access, and ensure continued compliance with state mandates for student contact.	4
Limited Space for Program Expansion (NextUp Program) – The NextUp program continues to grow, but current space limitations make it difficult to host workshops, small group sessions, and student gatherings that foster engagement and a sense of belonging. Additional dedicated space would support program visibility, staff collaboration, and student access to NextUp services.	4

Aspirations: *(Include your data analysis of relevant metrics in your response.)*

Consider the following questions:

- What does your program/area want to be known for?
- What is a desired future?

The EOPS/CARE/NextUp/Guardian Scholars program strives to be known for providing services that go over and above, and in addition to, those available to all students. The program supports students who face social, economic, educational, or language barriers by ensuring they have the resources and guidance needed to enroll, persist, and succeed at Antelope Valley College. Through counseling, financial assistance, and tangible support such as book grants, meal and gas cards, and parking passes, EOPS helps students stay focused on achieving their educational and career goals.

The program also takes pride in its strong support for single parents through the CARE program and for current and former foster youth through the NextUp and Guardian Scholars program. These specialized services provide added resources such as childcare support, life-skill workshops, and mentoring opportunities that help students balance personal responsibilities while pursuing their education.

Moving forward, the program aims to continue increasing enrollment while maintaining strong retention and success rates. EOPS will also focus on expanding the NextUp program space and adding additional classified and counseling staff to meet the growing needs of students. The program remains committed to aligning its efforts with Title 5 and Vision 2030 by promoting equity in access, support, and success for all students.

Part 2C. Review and comment on progress toward past Outcomes Improvement Plans

List your past **Outcomes Improvement Plans** and progress toward meeting those plans. *If you have not completed your Outcomes Improvement Plans, please review [Operational Outcomes](#) and [Outcomes Improvement Plans](#) training in Canvas and contact the Outcomes Committee directly.*

Course improvement plans were not established last year. However, the EOPS program plans to develop and implement course improvement plans for the upcoming academic year.	

Part 2D. Review and comment on progress towards past program review goals:

List your past program review goals and progress towards those goals.

Past Goal	Progress Made
Increase the number of EOPS/CARE/NextUp/Guardian Scholars students to transfer and pursue higher education.	EOPS has continued to make progress toward increasing the number of students transferring and pursuing higher education. In 2024–2025, the program achieved a retention rate of 89.4% and a success rate of 73.7%, showing strong persistence and course completion. Overall, EOPS students earned a total of 197 awards, including 44 Associate Degrees for Transfer, 65 Associate Degrees, and 77 Certificates, reflecting an increase from the previous

	<p>year. The program also continued to provide transfer support through university campus visits and transfer workshops featuring universities such as Grand Canyon University, CSU Northridge, UCLA, UC Santa Barbara, and CSU Bakersfield.</p> <p>EOPS also partners with the Transfer Center who provides a brief overview during EOPS orientation to ensure newly enrolled students are aware of available transfer services and resources. These efforts have strengthened student preparedness and supported more EOPS and CARE students in achieving their goal of transferring to a four-year university.</p>
Provide a comprehensive financial literacy series for EOPS Students	<p>The EOPS program has continued to make progress toward its goal of providing a comprehensive financial literacy series for EOPS/CARE/NextUp students. In spring 2025, the program hosted a financial literacy workshop focused on budgeting and responsible money management to help students make informed financial decisions while attending college. During the summer, EOPS partnered with the Financial Aid Office to host a CPOS (Courses Program of Study) workshop. This session helped students understand how their financial aid eligibility is directly tied to courses within their approved program of study. The workshop also covered the importance of maximizing grant funding and explained how student loans are calculated from unmet financial need, which can reduce access to free grants and programs such as EOPS. These workshops provided students with valuable information to better navigate financial aid, manage educational costs, and make informed choices that support their long-term academic goals. The program will continue to provide financial literacy workshops in the future to help students strengthen their financial awareness and make sound decisions that support their educational success.</p>

Part 3. Based on Part 2 above, please list program/area goals:								
Program /Area Goal #	Goal Supports which:				ESP Goal Primarily Supported:	Goal (Student-focused)	Steps to be taken to achieve the goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO**	SLO**	OO (Service area Outcomes)				
#1	ILO 4. Career and Specialized Knowledge				Goal #6 Success: Boost success rates by prioritizing the student experience.	Continue to increase the number of EOPS/CARE/NextUP students to transfer and pursue higher education.	Continuing to provide students with opportunities to visit 4-year universities, such as campus tours and university overnight experiences.	Success would be measured in the percentage of EOPS/CARE/NextUP/Guardian Scholars transfer students.

						Ensures that all EOPS students are provided with and following a comprehensive educational plan and tutoring referrals. Continue to collaborate with the Transfer center to provide brief presentations during EOPS orientations and provide workshops and opportunities to ensure students are informed on the transfer process.	
#2	ILO 4. Career and Specialized Knowledge			Goal #4 Vision: Being more future-thinking, agile, innovative, and proactive.	Provide a comprehensive financial literacy series for EOPS/CARE/NextUp/Guardian Scholars students.	Continue to intentionally provide workshops and opportunities focused on financial literacy each semester.	Success would be measured by the percentage of student participation in the Financial Workshop series
#3	Choose ILO			Choose an item.			
#4	Choose ILO			Choose an item.			

***If applicable for instructional areas*

Part 4: Resource Requests that Support Program Goals (Based on the above analysis, please use the following space to document resource requests)						
Type of Resource Request	Summary of Request	Which of your Program/area goals (Part 3) does this request support?	New or Repeat Request	Amount of Request, (\$)	One-Time or Recurring Cost, (\$)	Contact's Name
Faculty	Request to hire at least 2 full-time counselors. 1 to support EOPS and 1 to support NextUp.	This request supports goals 1 and 6.	Repeat	\$200,000	Recurring	Kendra Ruff/ Ty Steans
Classified Staff	Request to hire a Clerical III for the NextUp Program.	This request supports goals 1 and 6.	New	\$50,000	Recurring	Kendra Ruff/Ty Steans
Classified Staff	Request to hire another EOPS Program Specialist	This request supports goals 1 and 6.	New	\$56,000	Recurring	Kendra Ruff
Classified Staff	Request to hire a NextUp Tech II	This request supports goals 1 and 6.	New	\$54,000	Recurring	Kendra Ruff/ Ty Steans

Classified Staff	Request to hire an Outreach Specialist for NextUp	This request supports goals 1 and 6.	New	\$56,000	Recurring	Kendra Ruff/Ty Steans
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Part 5: Insert your Program Review Data here and any other supporting data. (See Part 2A above for required data).

Student Support Services by [AVC IERP](#)



Student Support Services (Special Populations)

Student Service: **EOPS - Extended Opportun...** | Term Type: **Fall Terms**



EOPS - Extended Opportunity Programs & Services Program Awards

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
AA-T/AS-T	55	51	45	38	44
AA/AS	75	68	47	57	65
Certificate	79	76	59	50	77
AVC Local Certificate	8	8	7	5	10
Non-Credit Certificate	2			1	1
Grand Total	219	203	158	151	197

Source: CCCC DataMart; Last Update: October 2025

[View on Tableau Public](#)





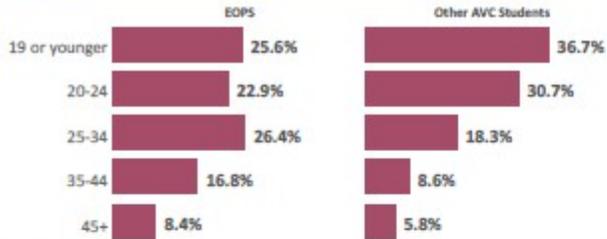
EOPS
477

Other AVC Students
13,076

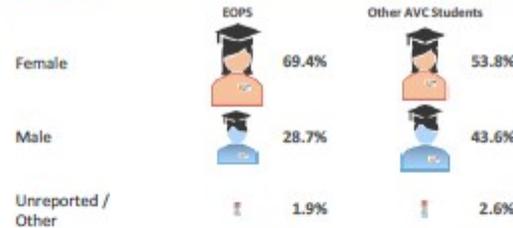
EOPS Cohort Selector



Age Groups



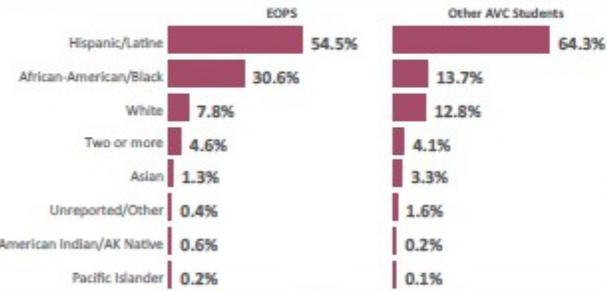
Gender/Sex



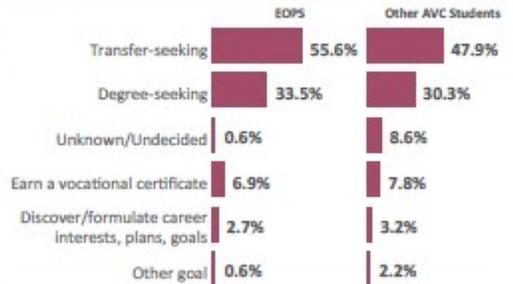
Metrics

Metric	EOPS	Other AVC Students
Avg. Number of Terms @ AVC	3.3	3.5
Avg. AVC GPA	2.80	2.81
Avg. Enrolled Units	11.4	8.2
Completion Rate	76.7%	79.3%
Avg. AVC Earned Hours	32	32
Avg. AVC Attempted Hours	41	41
Number of Students	477	13,076

Race/Ethnicity



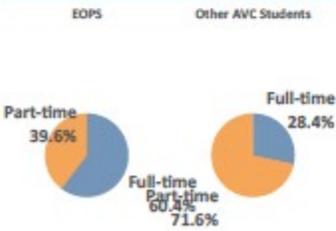
Ed Goal



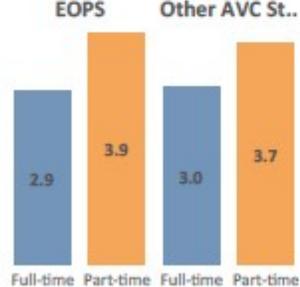
Top Majors (if n > 10)

Rank	Major	EOPS (%)	Other AVC S.. (%)
1	Registered Nursing	13.4%	10.7%
2	AS-T Business Admin 2.0, AS-T Business Administrati..	5.7%	5.0%
3	LAS: Arts and Humanities		5.1%
4	AA-T Psychology	4.6%	4.4%
5	Radiologic Technology	4.2%	4.4%
6	AS-T Biology & Biological Sciences	4.8%	4.2%
7	Administration of Justice & AS-T Administration of Ju..	5.5%	2.9%
8	Aircraft Fabrication&Assembly	2.3%	2.7%
9	General Business	3.4%	2.6%
10	Undeclared		2.6%

Part-time/Full-time



AVG. # of Terms



Enrolled Units



Top High Schools (if n > 10)

Rank	High School	EOPS (%)	Other AVC Stude.. (%)
1	Unknown high school	42.6%	27.4%
2	Quartz Hill High school	6.3%	11.7%
3	Lancaster High School	9.7%	10.0%
4	Highland HS	4.9%	9.6%
5	William J. (Pete) Knight High	5.4%	8.7%
6	Palmdale HS	9.4%	8.5%
7	SOAR High School		7.2%
8	Eastside High School	10.0%	7.5%
9	Antelope Valley High School	8.3%	5.0%
10	Littlerock High School	3.4%	4.4%

Student Support Services by AVC IERP



Student Support Services (Special Populations)

Student Service: CARE - Cooperative Agenci...
 Term Type: Fall Terms



CARE - Cooperative Agencies Resources for Education Program Awards

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
AA-T/AS-T	9	4	7	5	7
AA/AS	15	10	8	15	19
Certificate	14	8	7	8	27
AVC Local Certificate	1	1	2		2
Non-Credit Certificate					
Grand Total	39	23	24	28	55

Source: CCCCO DataMart; Last Update: October 2025

View on Tableau Public



Details

☆ 0 👁 510

Q21 What services from the EOPS/CARE/NEXTUP/Guardian Scholars program did you find most beneficial? (check all that apply)

Answered: 169 Skipped: 0

