

English Performance Success

Program Review Final Report

Presented by

English Performance Success Program

Language Arts Division
De Anza College

January 2025

The CAS Standards and Guidelines for program review consists of twelve parts as follows:

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| Part 1. Mission | Part 7. Human Resources |
| Part 2. Program and Services | Part 8. Collaboration and Communication |
| Part 3. Student Learning, Development, and Success | Part 9. Ethics, Law, and Policy |
| Part 4. Assessment | Part 10. Financial Resources |
| Part 5. Access, Equity, Diversity, and Inclusion | Part 11. Technology |
| Part 6. Leadership, Management, and Supervision | Part 12. Facilities and Infrastructure |

The English Performance Success (EPS) program review team consists of:

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PROGRAM DESCRIPTION AND SUMMARY

The English Performance Success program offer comprehensive counseling services to support eligible students in their educational, career and personal development. The counseling services are provided based on the case management model. Students remain in EPS program for the duration of their attendance at De Anza College.

By collaborating with other programs and services across campus, faculty, and staff, we aim to equip students with the tools and knowledge to make informed decisions about their academic journeys, ensuring that all students are prepared for their success in higher education and beyond.

Those eligible for the EPS program are as follows:

Adult School – for students who entered De Anza from any adult school.

EPS – for students **Placed or Enrolled in LART 250.**

ESL – a program for students enrolled in **ESL 234, 244, 251, 255, 261, 265, 272, 273 or ESL 434, 444, 451, 455, 461, 465, 472, 473.**

Our Student Services include but not limited to:

- One-on-one guidance and counseling
- Help with creating a plan to stay focused and on track
- Help to explore opportunities and set goals

- Providing a supportive community
- Resources to support student success
- Supporting students in finding an academic goal, such as earning a degree or certificate or transferring to a university
- Creating an educational plan and deciding which courses are needed to reach educational and career goals
- Transfer planning and admission process counseling
- Financial aid counseling
- Guide students qualified for AB540 through the process when applicable
- Academic planning and counseling
- Finding help with classes, such as tutoring or other academic assistance
- Exploring possible careers
- Academic probation and reinstatement counseling services
- De Anza Connect Program counseling
- Career Life Planning courses through the learning community: Bundle Up with EPS

Coordination and Collaboration with the Adult Education Consortium includes but not limited to:

- Creating and implementing professional development for Adult Ed Faculty and Staff
- Connecting students to appropriate resources
- Attending monthly consortia meetings to ensure successful transitions
- Teaching Coun 5 for a cohort of adult education students every year
- Developing targeted presentations and workshops for the adult schools- both to be done at the adult school sites and on our campus
- Coordinating with departments on campus to increase offerings and options for adult education students
- Supporting dual enrollment for adult school students
- Collaborating with adult schools to get students qualified for AB540 when applicable
- Coordinating and collaborating with adult school counselors to matriculate students

Coordination and Collaboration with the English as a Second Language department includes but not limited to:

- Collaborating with ESL instructors in scheduling in class presentations for EPS students
- Attending meetings and collaborating with ESL instructors regarding AB705 and guided self-placement
- Supporting students and working with ESL student faculty advisor when students challenge their ESL placement
- Created a supportive environment by establishing rapport with ESL instructors to support struggling students with a “warm handoff” to our counseling services.

Coordination and Collaboration with the English department includes but not limited to:

- Collaborating with EWRT 1A & LART 250 instructors in scheduling in class presentations for EPS students
- Teaching CLP 5 for the Bundle UP cohort of new incoming students

- Attending meetings and collaborating with English instructors regarding AB705 and guided self-placement
- Created a supportive environment by establishing rapport with English instructors to support struggling students with a “warm handoff” to our counseling services

Campus Community Leadership and Collaboration includes but not limited to:

- EPS Counseling faculty serve on campus wide committees including Academic Senate, RAPP, College Council, DALA, Faculty Association and the Appeals Review Committee

Part 1: MISSION

The English Performance Success (EPS) program at De Anza College is dedicated to empowering eligible students by providing personalized, inclusive and supportive academic and personal counseling. We strive to create an equitable environment that fosters academic success, self-discovery, and long-term achievement.

Part 2: PROGRAM AND SERVICES

Program Successes:

The EPS program started with one counselor in July of 2017 designed to support students who were placed in the basic skills level English and Reading courses and two levels of the non-transferrable English as a second language courses. It grew to add an additional tenured counselor when our program added the population of students who entered from the local adult school's consortium. Three years ago, we were able to hire two more tenure track counselors which provided us with the opportunity to grow again and extend the services to serve students in all English as second language non-transferrable courses and added our Stretch to Success (which has been discontinued to AB705 changes) and Bundle Up learning communities. The Bundle Up learning community consisted of a LinC with an English instructor for EWRT 1A & LART 250 and a counseling course CLP 5 or COUN 5. Due to one of the new hire tenure track counselors' decisions to move into a different department we are left in need of replacing that position.

When AB705 changed how the institution could place students in English, math courses and removed basic skills courses the evolution led us to the student population we serve now. We support those students entering with a high school gpa 2.6 or below, adult school students and students learning English as a second language. Our student population comes to us with a wide range of unique circumstances and complex needs. Our students come from diverse backgrounds, and we support them through not only equity but with a commitment to inclusion and social justice throughout all their time at De Anza College.

Academic Year	Total Direct Student Contact
21-22	2428
22-23	2958
23-24	2734

24-25 (Summer & Fall)	1073
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Direct contact includes counseling appointments, asynchronous advising, classroom visits, courses taught and adult school visits.

Bundle Up Learning Community:

We offer a quarterly learning community where students take: EWRT 1A + LART 250 & CLP 5 or COUN 5. The students in the Bundle Up Learning Community receive dedicated counseling and synchronized support from their EWRT instructor and EPS Counselor.

English as a second language:

Our program works with a lot of students that may be considered “non-traditional”. For example, some students are either new to the US education system, are entirely recent arrivals to the US or work full time and are returning to school to improve language skills and build a new career. As EPS counselors, we meet students where they are and modify our delivery of information in ways that they can best understand. We do this by experiential teaching (for example; sitting with students and showing them how to maneuver MyPortal apps) or meeting with students at later hours if that is the only time that they are available.

Adult Education Consortium:

We offer a COUN 5 course every summer for adult education students taught by an EPS Counselor. In addition to adult education, campus visitations multiple times per year. Dual enrollment adult school students receive counseling services and enrollment support. Successfully collaborate with adult school counselors in the matriculation process.

Collaboration across campus:

We work collaboratively with other divisions and services across campus to ensure student success. Those include:

- Math Performance Success
- Student Success and Retention Services
- Disability Support Services
- General Counseling
- Outreach Office
- Institutional Research
- De Anza Connect
- Academic Awareness
- Admissions and Records
- Cross Cultural Partners
- Extended Opportunity Programs and Services
- Financial Aid
- Food Pantry
- Guardian Scholars
- Health Services
- HEFAS
- International Student Programs

- Mental Health and Wellness Center
- Online Educational Center
- Pride Center
- Rising Scholars
- Student Success Center
- Transfer Center
- Veterans Resource Center
- Adult Education Consortium
- Instructional Faculty in Language Arts
- Instructional Faculty in English as a Second Language

Program Goals:

- To create greater opportunities for our EPS students to thrive, increase participation, retention and reach completion, our goal is to gain the support of administration to provide them with an EPS program center. This would require a facility that includes space for a student lab, community space and office space for the EPS counselors.
- Hire a tenure counseling position because our program recently lost a tenured position, that had just gotten approved a few years prior because the faculty member moved to another department at the college. This has impacted on our department's ability to serve students and coordinate all the programs within EPS.
- One of our future goals is to create an ESL bridge class to increase the success of adult education students transitioning into our campus from Adult School Consortiums. This will allow the students to build a sense of belonging on campus, especially because the EPS Counselor will teach the course and help build rapport with the students; for many of them, this will be the first time they step foot on a college campus.

Part 3. STUDENT LEARNING, DEVELOPMENT, AND SUCCESS

The EPS program develops and implements strategies and support services to contribute directly to our student's timely completion of their educational goals by assisting them with developing their educational goals, career goals, and educational plans. Including assisting them with the completion of certificates, degrees and the transfer admission process.

The Bundle Up with EPS learning community creates a community for our students to improve their connections to each other and our program. When students feel connected and supported on campus, they're more likely to complete their educational goals. We assist them with monitoring their progress and meeting each individual student's needs.

Part 4. ASSESSMENT

N/A

Part 5. ACCESS, EQUITY, DIVERSITY, AND INCLUSION

- The EPS program supports student that come from diverse backgrounds including disproportionately impacted students, first generation college students, immigrants, students learning English as second language, non-traditional and returning students.
- The EPS Counselors serve students with GPAs of 2.6 and below and refer students to other support programs and service-specific areas whenever necessary.
- The EPS Counselors provides a welcoming and student friendly environment
- Utilize various technologies and tools to serve our students based on their needs – including Zoom, Canvas, Adobe Sign form, etc.
- We provide asynchronous advising through email. We respond to students' individual requests via our department email account
- We assist and guide students to resources that support their goal of transferring to a four-year University, earning a certificate or degree.
- Counseling services provided are based on equity, social justice and inclusion.

Part 6. LEADERSHIP, MANAGEMENT, AND SUPERVISION

The EPS counselors are advocates for students, equity and social justice across campus. They participate in shared governance through serving on campus wide committees including Academic Senate, RAPP, College Council, DALA, the Faculty Association and the Appeals Review Committee.

Part 7. HUMAN RESOURCES

The EPS program is in need of replacing a tenure counseling position because our program recently lost a tenured position, that had been approved a few years prior because the faculty member moved to another department at the college. This has impacted our department's ability to serve students and coordinate all the programs within EPS.

Part 8. COLLABORATION AND COMMUNICATION

We work collaboratively with other divisions and services across campus to ensure student success and access.

- We work closely with the office of communications to develop and maintain our program webpage. Changes were made to make the site easier to navigate and understand. This resulted in students being able to find relative material and schedule appointments with counselors more accessible.

- We participate in campus wide recruitment efforts such as Welcome Day for Students and Enrollment Day.
- We participated in the high school student recruitment conferences and the high school counselors outreach events.
- Collaborate with the Financial Aid office to coordinate book vouchers for Bundle Up students when resources were available

We work in collaboration with departments across campus including:

- Math Performance Success
- Student Success and Retention Services
- Disability Support Services
- General Counseling
- Outreach Office
- Institutional Research
- De Anza Connect
- Academic Awareness
- Admissions and Records
- Cross Cultural Partners
- Extended Opportunity Programs and Services
- Financial Aid
- Food Pantry
- Guardian Scholars
- Health Services
- HEFAS
- International Student Programs
- Mental Health and Wellness Center
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- Transfer Center
- Veterans Resource Center
- Adult Education Consortium
- Instructional Faculty in Language Arts
- Instructional Faculty in English as a Second Language

Part 9. ETHICS, LAW, AND POLICY

The EPS counselors are leaders, advocates and collaborators in creating systematic change to ensure equitable student outcomes. The EPS counselors facilitate growth and development of our students by ethically fostering access, equity, diversity, inclusion and confidentiality when providing student services.

Part 10. FINANCIAL RESOURCES

The EPS program does not have a budget to provide experiential activities for our students. Our request is as follows:

- A budget allocation for field trips to enable prospective students to visit and experience the campus
- A budget to support students with emergency/immediate needs for: books, course materials, etc.
- A budget allocation for the development of the EPS program center which includes a location, computer lab, community space furniture and offices for the counselors

Part 11. TECHNOLOGY

- Implement a computer loan program to ensure equitable access to technology for all students
- Request the establishment of a dedicated computer lab facility to support student learning and development in an EPS program center

Part 12. FACILITIES AND INFRASTRUCTURE

To create greater opportunities for our EPS students to thrive, increase participation, retention and reach completion, our goal is to gain the support of administration to provide them with an EPS program center. This would require a facility that includes space for a student lab, community space and office space for the EPS counselors.

Deans Remarks:

The English Performance Success program works closely with both the English and ESL Departments to foster student access and success. Our counselors also work closely with our regional Adult Education partners. In addition to supporting students in the EWRT/LART bundled classes and three entry levels of ESL, they maintain close working relationships with other programs on campus to foster student success. We offer dedicated counseling services and counseling courses for dual enrollment adult education students. As we move into the next year, we will expect to see continued growth in the students we support and increased need for services as we recruit larger numbers of historically underserved students. New noncredit courses in English and ESL aimed at strengthening adult education transitions and creating additional opportunities for students who don't succeed in their first attempts to pass their English or ESL classes are also part of our plans. Our program growth depends on continued investment in its growth and staffing, and I fully support a replacement counselor for our full-time permanent opening.