



CALIFORNIA STATE UNIVERSITY, STANISLAUS

2008 Student Affairs Assessment Project

CAS EXECUTIVE SUMMARY

EOP

Scope of Review

The scope of this review was to assess the department of EOP.

Mission

The Educational Opportunity Program (EOP) is an admission-based program that increases access, academic excellence, and retention of California's historically underserved low income, first-generation college students. The EOP program is a crucial part of the overall mission of the university. EOP provides an array of support services including Summer Bridge, Promise Scholars, and developmental academic advising. These programs and services encourage students to make conscious connections between the acquisition of skills and their application to academic, social and professional lives.

Assessment Summary

I. The Advising Resource Center was evaluated by using the criteria established by the Council for The Advancement of Standards (CAS) in Higher Education. The Internal Review Team identified the types of documentary evidence that would need to be compiled, and reviewed the criteria and evidence collectively, and then assigned a numerical value after consensus was reached for each item. Next, the External Review Team completed an independent review of the CAS instrument and the documentary evidence, and then provided a written review of their findings.

II. Identified strengths and weaknesses.

Strengths:

- Strong history of collaboration with numerous departments across campus involved with advising.
- The leadership of EOP strongly supports the mission of the unit, the development of staff, and student learning and development.
- EOP promotes educational experiences that are provided on a fair and equitable basis.
- EOP promotes diversity in an environment where commonalities and differences among people are recognized and honored.
- EOP adheres to the highest of principles of ethical behavior.

Weaknesses:

- Lagging technology development has limited access for students.
- Opportunities to provide professional, individual, career-oriented development for staff.

Priorities for the Program

1. Renovate the suite in order to provide quiet space for students to receive quality and private services; to allow students to have access to career services and the career library; and to make room for the Promise Scholars program and the services provided to students. Renovation also allows for better access for students with disabilities, such as ADA access service windows.
2. Research and improve the use of technology and the delivery of academic advising services, which will allow EOP to provide web-based advising for up to 20% of students, for convenience and a timely response. This initiative will also result in a more green office, saving in printing and paper.
3. Enhance relationships with faculty to ensure higher level of participation in advising. Share best practices with faculty to provide quality advising.