



EOP&S/CARE Compliance Policies

The EOP&S/CARE Director may restrict any or all EOP&S/CARE services if there has been a violation of the Mutual Responsibilities Contract that is signed by the student at orientation.

1. **Book Award Amounts:** Students must complete the three required contacts in the current semester in order to receive the full amount of book money in the following eligible semester. Additionally, students must have completed their financial aid file and be eligible to receive financial aid in order to receive book services and other monetary services from EOP&S.
2. **3 missed contacts:** Students who fail to complete all three contacts will not receive EOP&S services in the following semester. The student may reapply after sitting out one semester at which time their eligibility criteria will be reviewed before acceptance.

Students whom the Director determines are ineligible to continue to participate in EOP&S will be notified by email during intersession. The email will include instructions for appealing the dismissal and the due date by which to submit the appeal.

3. **2 missed contacts:** Students who fail to complete two contacts will have their file reviewed by the Director to determine eligibility and level of service. The Director will look at several criteria including, but not limited to:
 - Missed contacts in previous semesters
 - GPA (semester and overall)
 - Units completed

Students whom the Director determines are ineligible to continue to participate in EOP&S will be notified by email during intersession. The email will include instructions for appealing the dismissal and the due date by which to submit the appeal.

4. **1 missed contact:** Students who fail to complete one contact will receive reduced book services in the following semester.
5. **Electronic warning (Goldenrod):** Students who are allowed to remain in the program after missing two contacts will be issued a warning and must agree to the terms for their continued participation by completing the warning form by the set deadline. Notice of the warning with a link to the form will be sent to their Citrus College email during intersession. Students must complete all contacts in each semester served thereafter or they will be dismissed from the program indefinitely.
6. **DSPS students:** DSPS students that would like to participate in EOP&S must be enrolled in a minimum of 6 units. In order to comply with the EOP&S Implementing Guidelines, these units must be "necessary to meet the student's educational needs and goals." Kinesiology classes may count towards the 6 units only if the kinesiology requirement for graduation has not already been met. The semester and unit limitation may be extended if the student is approved as a high unit major.

DSPS students who wish to participate in EOP&S and not enroll in 12 units must meet with a DSPS counselor to complete a Reduced Course Load (RCL) form. This form is completed electronically and shared with EOP&S staff. A RCL must be on file in order to be entered for EOP&S services and may only be submitted once in the semester.



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7. **Progress reports:** This is a two-step process and requires completion of the progress report form and appointment with a staff member. Students must complete both parts by the assigned deadline; otherwise, this will be considered a missed contact.
8. **CARE grant:** CARE students must meet certain requirements each semester to receive the CARE grant. The CARE coordinator will inform CARE students of these requirements and deadlines at the start of each semester.
9. **Book loan:** Students that complete all three contacts in the previous semester are eligible to borrow a book from the EO&PS book shelf. Students must return book(s) borrowed from the EOP&S book shelf by the due date listed. Failure to do so will result in ineligibility for book services in future semesters and a hold may be placed on the student's record. If book(s) are not returned due to loss, the dollar value of the book(s) at the time of check-out will be deducted from a future book service allotment. The reselling of any loaned EOP&S book is strictly prohibited and is grounds for immediate dismissal from the program.
10. **Misuse of Book Services:** Any student caught misusing EOP&S book services may immediately be dismissed from the program. Further disciplinary action may be taken by the Dean of Students. Examples of misuse of book services includes, but is not limited to:
 - Using book funds to buy textbooks in the current semester and then re-selling them before the end of the term
 - Using book funds to purchase textbooks for someone else
 - Using book funds to purchase textbooks for classes not currently enrolled in
 - Using book funds to purchase textbooks and then requesting reimbursement for those books from other programs (i.e., Dept. of Rehab)

Any fraudulent activity may warrant dismissal from the EOP&S program indefinitely.

11. **High unit majors:** High unit majors are programs of study for an associate degree that requires more than 70-degree applicable units to complete at Citrus College. Students pursuing a high unit major may receive EOP&S services until they complete 90-degree applicable units or 8 semesters with Director approval. Students must declare this major or have been declared this major when they first enter the program. If the student begins the program as a high unit major and then switches to a major that is not high unit, their eligibility in EOP&S will end once they complete 70-degree applicable units or 6 consecutive semesters in the program.
12. **Withdrawing from semester without notifying EOP&S:** Students who withdraw completely from their courses and do not notify EOP&S will not be guaranteed services in the following semester. They will have to reapply to the program as a new student and reestablish eligibility.
13. **Completion of an Associate Degree:** A continuing student that does not have high unit status is no longer eligible for EOP&S services upon completion of an associate's degree, even if the student has not completed 70-degree applicable units or 6 consecutive semesters.



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14. **Concurrent Enrollment:** A student may be concurrently enrolled at Citrus College and one other community college and receive EOP&S services as long as:
 - The student is enrolled in a combination of 12 units among both colleges
 - Citrus is the primary school of attendance as determined by the financial aid office
 - The student only participates in EOP&S at Citrus College
 - A Consortium Agreement and class schedule have been received by the EOP&S office
15. **Study Abroad:** A student may continue in EOP&S while studying abroad. The student must complete all three contacts during the semester; otherwise, they will face dismissal from the EOP&S program as stipulated in policies 2-4 listed above.
16. **Appointment No Show for 1st & 3rd contact:** A student that misses two appointments will be limited to “same day” appointments for the remainder of the semester. Students limited to same day appointments will have to call beginning at 8 a.m. to schedule a “same day” appointment to complete the contact. A minimum of a two-hour notice to cancel/reschedule must be given; otherwise, the appointment will be marked as a “no show.”