

## Fall 2015 EOPS Point of Service Survey Results

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### Purpose of Brief

This brief illustrates the results from the Fall 2015 service evaluations completed by 125 respondents.

### Summary of Findings

- 60% of respondents were picking up/dropping off progress reports, and 33% were attending a mandatory meeting with a counselor.
- Respondents were more likely to strongly agree (92%) with the statements ***I would recommend this program to others*** and ***The EOPS staff/counselor treated me with respect***.
- 65% of respondents reported attending an EOPS workshop.
- 86% of respondents stated the workshop they attended was beneficial.
- Respondents suggested workshop topics on college skills, transfer, career, personal improvement, and mental health.
- Respondents overwhelmingly stated their appreciation and praise for the program and staff when provided an opportunity to make additional comments.

### Overview

The extended Opportunity Programs and Services (EOPS) office at Crafton Hills College (CHC) administers service evaluations each term to collect information from students they serve. This brief illustrates the results from the Fall 2015 service evaluations completed by 125 respondents.

### Methodology

The service evaluation was administered in paper to respondents by the EOPS office. The evaluation consisted of one multiple-choice question prompting respondents to indicate their reason for visiting the EOPS office and an open-ended question that allowed respondents to write other reasons not listed they may have had for their visit. These additional reasons were grouped into categories. The evaluation also included seven Likert-scale questions by which respondents were prompted to rate their level of agreement with statements regarding the quality of service they were provided. The following 4-point rating scale was utilized: 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. Additionally, two questions prompted respondents to specify if they attended an EOPS workshop and if so, to state whether it was beneficial. Lastly, the evaluation also provided two open-ended questions where respondents were able to suggest workshop topics and additional comments. Individual names mentioned in the comments tables were replaced with “[Name]”. Additionally, because the evaluation is completely anonymous and no identifying information was collected in the evaluation, it was also possible for the same student to complete multiple surveys.

### Findings

Table I identifies the reason respondents went into the EOPS office. Sixty percent of respondents were picking up/dropping off progress reports, and 33% were attending a mandatory meeting with a counselor.

**Table I. Reasons for visit to EOPS office.**

Reason	#	%
Pickup/drop off progress report	71	60.2
Mandatory meeting with counselor	39	33.1
Schedule/reschedule appointment	17	14.4
Sign up for a workshop	4	3.4
Apply for EOPS	0	0.0
Book voucher	0	0.0

Of those respondents visiting the EOPS office for other reasons, the reasons included picking up a meal ticket (four respondents), gas cards (two respondents), a cup of noodles, or a loan check. One other respondent responded, “I don’t know.”

Table 2 indicates respondents’ level of agreement with various statements about their perceptions and satisfaction with EOPS services. Ninety-nine percent of respondents agreed or strongly agreed with each statement. Respondents were more likely to strongly agree (92%) with the statements *I would recommend this program to others* and *The EOPS staff/counselor treated me with respect*.

**Table 2. Respondents’ level of agreement with various statements about EOPS.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
EOPS is a high quality service	104	84.6	18	14.6	0	0.0	1	0.8
EOPS is helping me reach my academic goals	108	87.8	14	11.4	0	0.0	1	0.8
I would recommend this program to others	113	91.9	9	7.3	0	0.0	1	0.8
Overall, I am satisfied with this service	110	89.4	12	9.8	0	0.0	1	0.8
The EOPS staff/counselor treated me with respect	113	91.9	9	7.3	0	0.0	1	0.8
The EOPS staff/counselor understood my needs	106	86.2	16	13.0	0	0.0	1	0.8
Overall, the EOPS staff/counselor was helpful	110	89.4	12	9.8	0	0.0	1	0.8

Table 3 indicates respondents self-reported attendance at EOPS workshops and whether those workshops were beneficial. Sixty-five percent of respondents reported attending an EOPS workshop. Of those respondents, 86% stated the workshop was beneficial.

**Table 3. Attendance at and benefit of workshops.**

Statement	Yes		No		N/A	
	#	%	#	%	#	%
Have you attended an EOPS workshop?	79	64.8	43	35.2	0	0.0
If yes, was the workshop beneficial?	73	85.9	2	2.4	10	11.8

When asked to provide suggestions for workshop topics, respondents suggested: **college skills** workshops (13) such as study skills, note taking, behaviors of successful students, and test taking skills; **transfer** workshops (10); **career** workshops (9) such as resume writing, interviewing skills, and choosing a career; **personal improvement** workshops (7) such as parenting, healthy relationships, and managing stress; and **mental health** workshops (2). A full list of comments can be found on page 3.

When asked to provide additional comments, respondents stated their appreciation for the program and staff (23), praise of the program and staff (15), and that the program and staff were helpful (12). A full list of comments can be found on page 3.

**Please suggest workshop topics you would be interested in:**

- About colleges
- All are good... times are hard.
- All workshops are already beneficial.
- Applying to a university. I transfer.
- Career. Apply your skills to your career. Types of research for careers or universities.
- Careers, finding/discovering your future career.
- Classes that count for transferring
- Creating good habits for college.
- [NAME] has put together some very informative workshops. Self-esteem & suicide.
- Finding work that you love
- Finding your inner self.
- How to overcome depression
- How to pick a major maybe
- I can't think of any
- I will on 11/16
- Intro to transfer.
- Job interview tips.
- Learning styles & help in overcoming procrastination.
- Making wise choices
- Marriage, parenthood, career goals, something that tells you about the careers out there.
- Math workshop (Trig, Calc)
- Maybe one which discusses art schools, but I'm not sure if that'd be widely beneficial.
- More options for scholarship application US.
- More time management
- none
- Note taking
- Note taking strategies, organization methods, stress relief methods, test anxiety relief.
- Note taking, studying how to, test anxiety or test taking skills.
- Note taking, studying techniques.
- Personally they cover everything well
- Relationships, managing stress.
- Resume builders, transfer workshops, MLA and APA format workshops.
- Resume writing
- Self-improvement
- Study groups, stress management, financial aid, transferring
- Study habits
- Studying skills.
- Time management.
- Transfer.
- Workshops that help you with career choices and that help you find places to volunteer.
- Workshops that let you know what careers you can go into with your major specifically.
- Workshops with food.

**Additional Comments:**

- Amazing program! Thanks for everything!!!
- Counselor meetings are always helpful.
- Doing great!
- EOPS has been very helpful and I recommend it to any student. I made sure my freshmen friends knew about the program and applied.
- EOPS is a good program!
- EOPS is awesome, thank you for everything :)
- EOPS is great!
- EOPS is the best program ever.
- Every time I come into the office, I'm treated with the upmost respect. Everyone is very helpful, caring, and very understanding. Thank you for having wonderful people that work here.
- Great program!
- Great program!
- Great program, that helped me a lot with my education.
- Great program.
- I am extremely grateful for the EOPS program. Everyone is so nice.
- I love that this program is helping me with my future life. I wouldn't be able to get this far without it. Thank you all! :)
- I love the support :)
- I will attend a workshop soon.
- It's been a GREAT HELP!
- I've received nothing but great service from EOPS. They have helped me immensely.
- Love the program! :)
- [NAME] goes the extra mile to ensure my success and I appreciate her so much. She genuinely cares and it shows.
- None
- Thank you EOPS for all you do!
- Thank you for all of your help! :)
- Thank you for all you do. [NAME] rocks!
- Thank you for all your hard work and help!
- Thank you for everything.
- Thank you for the program! I recommend everyone to look into EOPS. I feel organized and like I'll reach my goal!
- Thank you for your assistance :)
- Thank you!
- Thank you! :)
- Thank you.
- Thank you.
- Thankful to be in the EOPS program :)
- Thanks
- Thanks for all your great help & services.
- The EOPS program is a perfect fit for me.
- [NAME]! Thank you so much for all the information and patience. I look forward to our next appointment!
- You guys are awesome <3
- You guys are awesome and helpful! :)
- You're all awesome keep up the good work.