


 Research Briefs from Crafton Hills Office of Research and Planning  
**EOP&S POS Results Spring 2010**

**Overview:** In the fall of 2010, the Extended Opportunity Programs and Services (EOPS) office administered a Service Evaluation to obtain feedback from the students they serve. This report is a summary of the responses collected from those surveys.

**Methodology:** The EOPS Service Evaluations included one multiple choice question asking respondents to indicate the reason for visiting the office followed by seven Likert-scale questions. Responses about student satisfaction with the level of service provided and program staffing were recorded on a four-point scale (4 = Strongly Agree; 3 = Agree; 2 = Disagree; 1 = Strongly Disagree). In addition, two dichotomous response questions relating specifically to the EOP&S workshops, and two open-ended questions asked students for suggestions of additional workshop topics and any additional comments.

**Sample:** From October 4, 2010 through October 15, 2010, the one-page Service Evaluation was given to all students visiting the EOPS office. In total, 154 surveys were collected, and the results of those responses are included in this report. It is important to note that although every student was given the opportunity to complete the survey, they did not necessarily choose to do so. Also, because no identifying information was collected there is no way to know if the same student completed the survey more than once.

**Findings:** Table 1 is a compilation of the reasons students identified for visiting the EOPS office. There were 162 responses collected from the 154 surveys, indicating that some of the students who visited the EOPS office were there for more than one reason. Respondents were more likely to visit the EOPS office for the following reasons; to pickup or drop off their progress report (48%) or for a mandatory meeting with a counselor (30%).

<b>Table 1: What was the reason for your visit?</b>	<b>N</b>	<b>%</b>
Pickup or drop off progress report	77	47.5
Mandatory meeting with counselor	49	30.2
Sign up for a workshop	11	6.8
Apply for EOPS	7	4.3
Other: work, with child, schedule revision, return paperwork, financial aid, drop class	6	3.7
Schedule/Reschedule an appointment	5	3.1
Question	3	1.9
Appointment	3	1.9
Book voucher	1	0.6
<b>Total</b>	<b>162</b>	<b>100</b>

The following table identifies the responses to questions grouped under two themes; satisfaction with the level of service and satisfaction with the program staffing, followed by the number and percentage of students who agreed/disagreed with each statement.

As seen in Table 2, students possess positive perceptions of the various aspects of the EOPS program. In examining specific aspects of services provided by this program it is clear that students agree that the program has helped them meet their educational goals (100%), they would recommend EOPS to others (100%), EOPS is a high quality service (99%), and they are satisfied with the program (99%).

Program staffing is also rated favorably. In particular, students perceive the staff members to be respectful (100%), helpful (99%), and understanding of their needs (98%). There are no apparent student concerns regarding program service or staffing.

<b>Table 2: To what extent do you agree or disagree with the following:</b>	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
<b>Satisfaction with the EOPS level of service</b>								
This is a high quality service	116	75.3	37	24.0	1	0.6	0	0.0
This program is helping me reach my academic goals	118	76.6	36	23.4	0	0.0	0	0.0
I would recommend this program to others	134	87.0	21	13.6	0	0.0	0	0.0
Overall, I am satisfied with this service	125	81.2	28	18.2	1	0.6	0	0.0
<b>Satisfaction with the EOPS staff</b>								
The EOPS staff/counselor treated me with respect	139	90.3	13	8.4	0	0.0	0	0.0
The EOPS staff/counselor understood my needs	131	85.1	21	13.6	1	0.6	1	0.6
Overall, the EOPS staff/counselor was helpful	131	85.1	22	14.3	0	0.0	0	0.0

Table 3 is related to the attendance and perceived value of the EOPS workshops. Over half of the respondents (51%) indicated that they had attended an EOPS workshop. Additionally, 47% agreed that the EOPS workshop that they attended was beneficial.

<b>Table 3: Attendance and perceived value of EOPS workshops</b>	Yes		No		Not Applicable	
	N	%	N	%	N	%
Have you attended an EOP&S workshop?	78	50.6	70	45.5	5	3.2
Was the EOP&S workshop beneficial?	72	46.8	5	3.2	51	33.1

Many of the themes identified by respondents as suggestions for workshop topics of interest overlapped. In Table 4, those topics were grouped together to clarify the most frequent areas of interest. For example, transfer was identified by 18 respondents as a possible workshop topic. Within those 18 responses, there were some students who identified particular schools they are interested in obtaining information about transferring to. Those schools are listed as a subgroup under the topic.

For additional information you may contact the Office of Research and Planning at 909.389.3391 or send an e-mail request to [mriggs@craftonhills.edu](mailto:mriggs@craftonhills.edu)

In total, 69 surveys (45%) included suggested topics for future EOPS workshops. Of those 69 surveys, respondents were more likely to suggest workshop topics which related to; transfer (26%), help with studying (15%), and money management (9%)

**Table 4: Future Workshop Topic Suggestions**

• Transfer (18)			
Private Schools	Cal State San Bernardino	UCI	
Loma Linda (2)	Cal State (Nursing) (2)	UCLA	
La Sierra	Cal Poly (2)	UCR	
University of Redlands			
• Discipline specific study help (10)			
Math (3)	Speech	Art	
Science / Chemistry (2)	Theater	Child Development	
Writing			
• Money management (6)			
• Applying for a job/Resume Writing/ Interviewing (5)			
• Career/Educational opportunities and exploration (5)			
Medical Field (3)	Engineering	Architecture	
• Time management (5)			
• Scholarships (2)			
• Organization skills (2)			
• APA, MLA (2)			
• Stress management (2)			
• Motivation/ Procrastination (2)			
• True colors			
• Financial aid			
• Child care			
• College prep classes			
• Self-evaluation in school			
• Social skills			
• Balance in lifestyle			
• Tips on test taking			
• Tour of new library resources			

When given the opportunity to leave additional comments, 34 students chose to do so (22%). The names were removed for privacy purposes and were replaced with (EOP&S staff). All comments were of a positive nature and the following is a list of all of the remarks that were offered:

- This program helped me out a lot with gearing me to the right path. I don't think I will be where I am w/out there help
- This is an amazing program. It has helped me so much in finding my goals which schools to go to and is helping me to succeed and reach those goals

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- This is a helpful program
- They are really nice and very helpful
- The staffs here are great and very helpful. (EOPS staff) always makes my day when I come here. They're GREAT!!
- The EOPS staff is very encouraging, friendly, and helpful
- The EOPS program offers so much more than just a book grant, it helps you become successful in school and life!
- Thanks for all your help!
- Thanks for all the support
- Thanks for all the help
- Thanks for all the help!!
- Thank you so much!
- Thank you for all your help
- Thank you for all you guys do
- (EOPS staff) is very helpful w/ giving advice
- Program is so much help I enjoy it
- Thank you
- No complaints, happy because EOPS is very helpful
- Great job EOPS!
- If it wasn't for EOPS I wouldn't have been able to take classes, I wouldn't have been able to get books
- I thank the board of education very much for this program
- I really appreciate the EOPS program it's very beneficial!
- I love (EOPS Staff)! She is the BEST counselor at Crafton. She is ALOT of help!
- I love it!! :)
- Great Program
- Great people and would recommend to all my friends & family
- Great job, thank you so much. I love you guys... I mean girls
- Good program
- Excellent service
- Everything great
- Everyone is helpful
- Every staff member in EOPS treats you with love and respect
- EOPS is such a blessing
- EOPS is great!