


 Research Briefs from Crafton Hills Office of Research and Planning
Fall 2011 EOPS Service Evaluation

Overview: In the Fall of 2011, the Extended Opportunity Programs and Services (EOPS) office administered a Service Evaluation to obtain feedback from the students they served. 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 related specifically to the EOPS workshops, and two open-ended questions asked students to suggest additional workshop topics and provide any additional comments.

Sample: From September 26 to October 14, 2011, the one-page Service Evaluation was given to all students visiting the EOPS office. In total, 123 surveys were collected. 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 142 responses collected from the 123 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 (27%) or for a mandatory meeting with a counselor (24%).

Table 1: What was the reason for your visit?	N	%
Pickup or drop off progress report	38	27
Mandatory meeting with counselor	34	24
Schedule/Reschedule an appointment	23	16
Sign up for a workshop	17	12
Attend a workshop	12	8
Attend second appointment	4	3
Question	3	2
Book voucher	2	1
Apply for EOPS	1	1
Other: book loan, advising, leaving paper work	8	6
Total	142	100

As seen in Table 2, students possess positive perceptions of the various aspects of the EOPS program. Overall, students were highly satisfied with the level of service. All respondents agreed that EOPS is a high quality service (100%), the program has helped them meet their educational goals (100%), they would recommend EOPS to others (100%), and they are satisfied with the program (100%). None of the respondents disagreed with any of these statements.

Program staffing was also rated favorably. In particular, students perceived the staff members to be respectful (100%), helpful (99%), and understanding of their needs (100%). Only respondent indicated disagreement with the statement that the EOP staff/counselor was helpful.

Table 2: To what extent do you agree or disagree with the following:	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
	N	%	N	%	N	%	N	%	
Satisfaction with the EOPS level of service									
This is a high quality service	0	0	0	0	27	22	96	78	123
This program is helping me reach my academic goals	0	0	0	0	24	20	93	80	122
I would recommend this program to others	0	0	0	0	16	13	106	87	122
Overall, I am satisfied with this service	0	0	0	0	22	18	99	82	121
Satisfaction with the EOPS staff									
The EOPS staff/counselor treated me with respect	0	0	0	0	17	14	104	86	121
The EOPS staff/counselor understood my needs	0	0	0	0	22	18	100	82	122
Overall, the EOPS staff/counselor was helpful	1	1	0	0	18	15	100	82	122

Table 3 is related to the attendance and perceived value of the EOPS workshops. About half of the respondents (50%) indicated that they had attended an EOPS workshop. Of these respondents who attended a workshop, 85% agreed that the EOPS workshop that they attended was beneficial.

Table 3: Attendance and perceived value of EOPS workshops	Yes		No	
	N	%	N	%
Have you attended an EOP&S workshop?	60	50	61	50
Was the EOP&S workshop beneficial?	51	90	2	3

In total, 41 surveys (33%) included suggested topics for future EOPS workshops. Of these 41 surveys, respondents were more likely to suggest workshop topics related to: study/time management skills (20%), career planning(15%), and transfer (10%). Table 4 presents the topics of interest, listed in order of the most commonly suggested topics.

Table 4: Future Workshop Topics Suggestions	
<ul style="list-style-type: none"> • Study skills/time management (n = 8) 	Study time management Study skills workbook sciences Study skills Time management/employment/job search Multi-management How to study How to get good grades in college Goal planning
<ul style="list-style-type: none"> • Career planning and exploration (n = 6) 	Career planning Career planning Career or future transfer. Career explanation Career & lifestyle Interview skills
<ul style="list-style-type: none"> • Transfer (n = 4) 	transfer Transfer transfer transfer to CSU
<ul style="list-style-type: none"> • Note-taking strategies (n = 3) 	Effective note taking note taking strategies Note taking strategies
<ul style="list-style-type: none"> • Test-taking strategies (n = 3) 	Test taking strategies Test taking strategies Test taking
<ul style="list-style-type: none"> • Managing money (n = 3) 	Money Managing money How to manage money
<ul style="list-style-type: none"> • Managing stress/anxiety (n = 2) 	Stress & anxiety help How to manage student anxiety
<ul style="list-style-type: none"> • Child development (n = 2) 	Child development workshop Child development
<ul style="list-style-type: none"> • Essay writing (n = 2) 	Essay writing for MLA - math note taking Work citation & MLA formatting
<ul style="list-style-type: none"> • Other (n = 8) 	Anything helpful :) Information on teaching Older students in school Preparations for continuing academic studies Sports True colors UC appreciation workshop. Web advisor

For additional information you may contact the Office of Research and Planning at 909.389.3390 or send an e-mail request to asaw@craftonhills.edu

When given the opportunity to leave additional comments, 31 respondents chose to do so (25%). The following is a list of all the remarks that were offered, broken into two categories:

1) General thanks and positive comments (n = 28)

- :)
- Thanks!
- Thanks for everything.
- Thank you!
- THANK YOU!
- Thank you for your help.
- Thank you for everything
- Thank you EOPS for helping pay for my books and supply's. I am grateful.
- Thank you :)
- You guys know me when I come in better than my teachers. I love you show such personal interest in my growth.
- Very pleased with all help being given and made available by the EOPS program.
- This program is very helpful for me & it helps that the staff is very helpful & understanding.
- This is a great program and I'm lucky to be in it!
- They give alot of help :)
- The staff & director are just wonderful.
- Love the program!
- Learned a lot today
- It is a great program
- It is a good program.
- If it was not for EOPS I wouldn't be here. So thank you very much
- I really enjoy coming here for help, thank you and keep it up please!
- I love this program, without it I wouldn't be where I am today in college.
- I am very satisfied.
- Great program, really appreciate extra help.
- Great program to join
- Good program!!
- EOPS is really help student to reach their goal.
- And yes I did the how to write a resume and it was helpful.

2) Areas of difficulty (n = 3)

- Hard to get into workshops.
- I would like to attend a number of different workshops, but they offer one wk at one specific time, usually when I have class.
- I'm trying to apply for EOPS, financial aid & Calworks.

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