



## Spring 2017 EOPS Point of Service Survey Results

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### Purpose of Brief

This brief illustrates the results from the spring 2017 EOPS service evaluations completed by 103 respondents.

### Summary of Findings

- 58% of respondents were picking up/dropping off progress reports, and 25% were attending a mandatory meeting with a counselor.
- Respondents were more likely to strongly agree (93%) with the statement, ***I would recommend this program to others.***
- 54% of respondents reported attending an EOPS workshop.
- 58% of respondents stated the workshop they attended was beneficial.
- Respondents suggested workshop topics on college skills, career, personal improvement, financial management and transfer.
- Respondents overwhelmingly stated their praise for the program and staff, and appreciation/gratitude 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 spring 2017 service evaluations completed by 103 respondents.

### Methodology

The service evaluation was administered in paper to respondents by the EOPS office. The evaluation consisted of a 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]". Finally, since 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. Fifty-eight percent of respondents were picking up/dropping off progress reports, and 25% were attending a mandatory meeting with a counselor.

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

Reason	#	%
Pickup/drop off progress report	59	58.4
Mandatory meeting with counselor	25	24.8
Schedule/reschedule appointment	18	17.8
Sign up for a workshop	2	2.0
Apply for EOPS	1	1.0
Book voucher	1	1.0

Note: It is possible respondents selected multiple reasons for visiting.

Below is a list provided by 6 respondents visiting the EOPS office for other reasons.

- 3<sup>rd</sup> contact
- Attending workshop
- Drop off workshop paperwork
- Meal ticket/questions
- Pick up scantrons
- Return books

Table 2 indicates respondents' level of agreement with various statements about their perceptions and satisfaction with EOPS services. Respondents were more likely to strongly agree (93%) with the statement, ***I would recommend this program to others***. One-hundred percent of respondents agreed or strongly agreed with the following statements:

- I would recommend this program to others
- EOPS is a high quality service
- The EOPS staff/counselor treated me with respect
- EOPS is helping me reach my academic goals

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

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I would recommend this program to others	96	93.2	7	6.8	0	0.0	0	0.0
EOPS is a high quality service	94	91.3	9	8.7	0	0.0	0	0.0
The EOPS staff/counselor treated me with respect	93	90.3	10	9.7	0	0.0	0	0.0
The EOPS staff/counselor understood my needs	93	90.3	9	8.7	1	1.0	0	0.0
Overall, I am satisfied with this service	91	88.3	10	9.7	2	1.9	0	0.0
EOPS is helping me reach my academic goals	89	86.4	14	13.6	0	0.0	0	0.0
Overall, the EOPS staff/counselor was helpful	89	86.4	13	12.6	1	1.0	0	0.0

Table 3 indicates respondents self-reported attendance at EOPS workshops and whether those workshops were beneficial. Fifty-four percent of respondents reported attending an EOPS workshop. Of those respondents, 58% stated the workshop was beneficial.

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

Statement	Yes		No		N/A	
	#	%	#	%	#	%
Have you attended an EOPS workshop?	56	54.4	47	45.6	0	0.0
If yes, was the workshop beneficial?	60	58.3	1	1.0	14	13.6

Note: Any missing responses were excluded from this table.

When asked to provide suggestions for workshop topics, respondents suggested: **college skills** workshops (12) such as study skills, note taking and behaviors of successful students; **career** workshops (5) such as interviewing skills, and choosing a career; **personal improvement** workshops (3) such as positive self-esteem and dedication; **financial management** workshops (3) such as budgeting and money management; and **transfer** workshops (2). A full list of comments can be found on page 3.

When asked to provide additional comments, respondents praised the program and staff (19), stated their appreciation/gratitude for the program and staff (17), and possible suggestions for improvement (4). A full list of comments can be found on page 3.

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

- Avoiding something
- Career options.
- Critical thinking or reading strategies.
- Decide on major.
- Everything is perfect.
- Finding the right career.
- Guidance for new students. Starting/creating a club.
- Handling workload
- Help with taxes, balancing a checkbook, understanding mortgages... general adult stuff everyone SHOULD know
- How to choose a school to transfer to.
- How to improve my money or budget. (investment as student)
- How to interview for jobs, notetaking, more stress management workshops.
- Keep doing what you're doing. You'll are great.
- Learning styles and anxiety.
- Loving thy self.
- Mandatory meetings. How to be a better college student. How to manage time for college.
- Money management.
- More critical thinking workshops, and more how to study workshops.
- Note Taking.
- On campus jobs.
- Online class tips.
- Psychology. Kinesiology.
- Student made workshops.
- Study skills.
- study tips. Note taking.
- Time management. Dedication.
- Tips for online classes or what your type? personality says about you.
- Transfer to UC

**Additional Comments:**

- \*heart\* :) thank you all!
- Awesome program, awesome team.
- Awesome program, I am grateful. Thank you.
- Beginning paperwork process/ textbook pick up was very frustrating over the last several semesters and my contact appointments keep being rescheduled without much flexibility.
- Daniel in the front desk is very helpful.
- EOPS is a good program for any student!
- Good services.
- Great :)
- Great program and great staff! I sincerely appreciate all of their help.
- Great program!
- Great program.
- Great service. EOPS and its staff has certainly helped me though the long years of school!! :)
- Having more walk in appointments.
- I am very thankful for all the help, financially, academically, and all the support I have had the four years I have been here.
- I appreciate EOPS.
- I like the fact that EOPS has students do progress reports and tries to keep their grades in check.
- I like to get text messages for any appointments.
- I love what EOPS is doing for us they helped me out so much.
- I'm grateful for this program.
- Keep Up Awesome! Work!
- Love everyone here! so helpful :)
- Love the program !! :)
- No improvement needed from my standpoint.
- None.
- Nope.
- Overall amazed with this program.
- Really helpful program.
- Should do calls to remind about appointments.
- Staff is always welcoming and friendly.
- Thank you for all of your help!
- Thank you for all the help! )
- Thank you for all your programs help.
- Thank you for the help!!!
- Thank you!
- Thank you.
- Thanks for all your help :)
- Thanks for everything!
- Thanks so much for all you guys do!
- This is a great program with caring staff members. The counselors are very personal and help me a lot.
- This program has helped me a lot. thank you!
- Very helpful and respectable staff, always a pleasure.
- Without the program, I don't think I would be doing as well as I am in school. :)
- You guys are awesome.