

## Fall 2018 EOPS Point of Service Survey Results

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### **Purpose of Brief**

This brief illustrates the results from the Fall 2018 EOPS service evaluations completed by 133 respondents.

### **Summary of Findings**

- 49% of responses recorded indicated that the student visited EOPS for a mandatory visit with their counselor.
- 27% of responses recorded indicated students visited EOPS to schedule/reschedule their appointment.
- 99% of respondents strongly agreed with the statement: *“The EOPS staff/counselor treated me with respect”*
- 93% of respondents strongly agreed with the statement: *“I would recommend this program to others”*
- 63% of respondents reported attending an EOPS workshop.
- 99% of respondents stated the workshop they attended was beneficial.
- 95% of respondents who submitted additional comments praised the EOPS program and staff.

### **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 2018 service evaluations completed by 133 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: 1=Strongly Agree, 2=Agree, 3=Disagree, and 4=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. Forty-nine percent of responses received indicated that the respondent visited EOPS to attending a mandatory meeting with a counselor, 27% stated that they visited to schedule/reschedule an appointment and another 16% of responses indicated that students visited to turn in their registration statements.

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

Reason	#	%
Apply for EOPS	2	1.3
Schedule/reschedule appointment	42	27.3
Pickup/drop off progress report	8	5.2
Sign up for a workshop	2	1.3
Book voucher	0	0.0
Mandatory meeting with counselor	75	48.7
Turn in registration statement	25	16.2
<b>Total</b>	<b>154</b>	<b>100.0</b>

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

8 respondents provided additional comments/reasons for visiting the EOPS office. A list of the responses is provided below:

- Help with transferring to other colleges.
- Always come here for help
- get appointment
- I was feeling down and not sure if I should stay in school
- Just checking in on my status
- Request change in counselor
- turn in paperwork
- Turn in workshop paper

Table 2 indicates respondents' level of agreement with various statements about their perceptions and satisfaction with EOPS services. Respondents reported high levels of satisfaction with EOPS services with 99% of respondents agreeing or strongly agreeing with all of the following statements:

- EOPS is a high quality service
- EOPS is helping me reach my academic goals
- I would recommend this program to others
- Overall, I am satisfied with this service
- The EOPS staff/counselor treated me with respect
- The EOPS staff/counselor understood my needs
- Overall, the EOPS staff/counselor was helpful

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

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	#
EOPS is a high quality service	126	92.7	10	7.4	0	0.0	0	0.0	<b>136</b>
EOPS is helping me reach my academic goals	126	92.7	10	7.4	0	0.0	0	0.0	<b>136</b>
I would recommend this program to others	126	92.7	10	7.4	0	0.0	0	0.0	<b>136</b>
Overall, I am satisfied with this service	127	93.4	8	5.9	1	0.7	0	0.0	<b>136</b>
The EOPS staff/counselor treated me with respect	134	98.5	2	1.5	0	0.0	0	0.0	<b>136</b>
The EOPS staff/counselor understood my needs	129	94.9	6	4.4	1	0.7	0	0.0	<b>136</b>
Overall, the EOPS staff/counselor was helpful	131	96.3	4	2.9	1	0.7	0	0.0	<b>136</b>

Table 3 indicates the self-reported attendance of respondents at EOPS workshops and whether those workshops were beneficial. Sixty-three percent of respondents reported attending an EOPS workshop. Of those respondents, 99% stated the workshop was beneficial.

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

Statement	Yes		No		Total
	#	%	#	%	#
Have you attended an EOPS workshop?	85	63.0	50	37.0	<b>135</b>
If yes, was the workshop beneficial?	77	98.7	1	1.3	<b>78</b>

Note: Any missing responses were excluded from this table.

When asked to provide suggestions for workshop topics, 48 responses were recorded. The full list of comments is provided in Table 4. The respondents suggested the following workshops:

- **Personal growth/self-care** workshops (13) to help students deal with self-esteem and time management issues.
- **Financial Aid/Tip** workshops (6) to help students with financial literacy and scholarship opportunities.
- **Job seeking/career exploration** workshops (8) that include interviewing skills, career exploration, and major selection.
- **Academic assistance** workshops (9) which cover study skills and how to succeed in courses.
- **Major-specific** workshops (6).
- **Transfer** workshops (4).
- **Other** workshops (2) which were suggestions that did not fit neatly into other workshop categories.

**Table 4. Suggestions for Future Workshops**

<b>Personal Growth/Self Care (n=13)</b>
Anxiety in students when it comes to classes and starting them.
Anxiety workshops, career workshops
Anger management
Anger release workshop.
CPR- EFFECTIVE COMMUNICATION PARENTING.
Family counseling
Health(both body & mental) together
How to cope w/anxiety
Parenting for child injury
Stress Less
Stress Management (n=2)
Stress relievers ~ how to prepare for finals.
<b>Financial Aid/Tips (n=6)</b>
Financial help/tips
How to file taxes info about insurance
How to save money?
Managing money
Money wise/work
Scholarship related stuff Fiction/writing organization(more personal than class related interest though)
<b>Job Seeking/Career Exploration (n=8)</b>
Career readiness, selecting a major
Career, education
Deciding Major
Finding Jobs after college
Interviews/how to work on that
Job Hiring Transfer Fair
Major, focused career advice. Similar to lunch w/ a career counselor, but more hands on and one on one.
Picking a major

<b>Academic Assistance (n=9)</b>
Being organized
Class scheduling
Essay writing
How to become a great student/worker
How to manage time    How to communicate w/others    Asking for help
I would like to attend workshops about confidence and workshops that increase motivation to finish school.
Perhaps a workshop that helps you create a schedule
Procrastinating
Procrastination
<b>Major Specific Workshops (n=6)</b>
Chemistry Workshop
More workshops that have to do with a medical field profession
Music opportunities.
Nursing/Medical
Sciences
Sociology workshop
<b>Transfer (n=4)</b>
CSU APP WORKSHOPS
Transfer info. Perhaps getting UCLA on campus More than once a year.
Transfer, and more art related topics.
USC application
<b>Vague or Miscellaneous Comments (n=2)</b>
Common Interest among students.
Mini conference.

When asked to provide additional comments, 41 respondents provided feedback. A full list of comments can be found in Table 5. Most of the feedback consisted of compliments to the staff and program (39) while the remainder focused on suggestions (2).

**Table 5. Additional Comments**

<b>Compliments (n=39)</b>
[Name] was wonderful. She really makes you evaluate things and helps guide you in the right direction
Always pleasant and positive
Amazing staff/ very friendly
Best program on campus.
Crafton Hills offers amazing support. I am lucky to be here
EOPS helps a lot with book grants and additional funds which really goes a long way!
EOPS has really helped me this semester. Thank you!
EOPS is a wonderful program
EOPS is really helpful and the counselors are very sweet & understanding
EOPS, and the staff are amazing!
Everyone at EOPS is truly amazing & always helpful. Getting into this program has the best decision of my college career!! Thank you EOPS!
Fast line & positive staff
Good program
Great job! very helpful and caring
Great staff!
I couldn't go to school without help from EOPS, Thank you for everything!
I felt like all my questions were answered
I love EOPS
I love how this program helps low income families and single parents
I love [name]!!!
I don't know how I would go to school without EOPS! I'm so thankful I'm in the program
Keep doing what you are doing!
Left feeling extremely well understood and more knowledgeable was very helpful and took the time to answer my questions and concerns. Thank you [Name]!
Love EOPS, they allowed me to get an education
love this program and everyone is so helpful
meow [cat face]
Really great
Staff always enjoyable
Thank you! (n=3)
Thank you for all your Help EOPS!!
Thank you for everything! Love this program
Thank you for helping me find missing answers to my life
THANK YOU FOR YOUR SUPPORT!
The EOPS office & staff is always so welcoming and kind. I always know I will leave feeling my questions and concerns will be taken care of
The staff are so nice and understanding, they are so easy to talk to and I'm grateful that they care on a personal level
They are so nice, happy, and respectful! Highly recommended
They have been very helpful
Very kind!
Very positive people, feel very welcoming!

<b>Suggestions (n=2)</b>
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Change the program requirements from 12 units to 8 units or more.
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More snacks please
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Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at (909) 389-3331 or you may send an email to [aaslanian@craftonhills.edu](mailto:aaslanian@craftonhills.edu); RRN 1944 EOPS POS Survey Results – Fall 2018.docx; snPOS\_EOPS\_FA18.sav; EOPS POS Results - Fall2018 (With Pivots).xlsx; EOPS POS - Fall 2018.R