



Spring 2016 Student Satisfaction Survey – EOPS Results

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Overview

Results for questions related to EOPS, CARE, and CalWORKs from the Spring 2016 Student Satisfaction Survey is included with no analysis or summarization and is intended to be informative. This information has been provided as a tool that may help the unit prepare its Four-Year Program Review planning document. These results provide information that can help in planning, evidence-based decision-making, and to promote improvements in student learning and persistence. The findings included in this report may or may not be applicable to the goals, objectives, or efficiency measures of the department. Additional results are available for review in the Office of Institutional Effectiveness, Research, and Planning upon request.

Methodology

The Student Satisfaction Survey was administered in the spring of 2012 to a random sample of Crafton Hills College students in weekly census sections with 10 or more students enrolled. Accordingly, the results are most likely representative of CHC students who take a weekly census course (i.e. a course that spans the entire length of the semester). The sample size was sufficient to generalize results to that of the student population with a 95% confidence level. Because students may have completed the survey in more than one class, only responses from the first class in which they filled out the survey were included. Total numbers for each year in the table that follows may be less than the total number of responses because not all respondents answered every question. Information included in the following table includes all responses to the questions listed for. “N” represents the number of responses received, and “%” is the number of responses received divided by the total number of responses to the question.

Findings

Table 1. Level of Satisfaction with Quality of EOPS.

Program	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Extended Opportunities Programs and Services (EOPS)	100	42.0	123	51.7	10	4.2	5	2.1

What is the best thing CHC has to offer?

- EOPS services
- The EOPS program.
- Clubs, EOPS.
- Transfer center services & personnel. EOPS center & Personnel.
- The best thing Crafton offers is their program EOPS.
- Everyone is nice and the staff (counselors, teachers, tutors, etc) always try to help you succeed. The tutoring center, Left Lane Program, and EOPS are the best things at Crafton that have helped me succeed.