

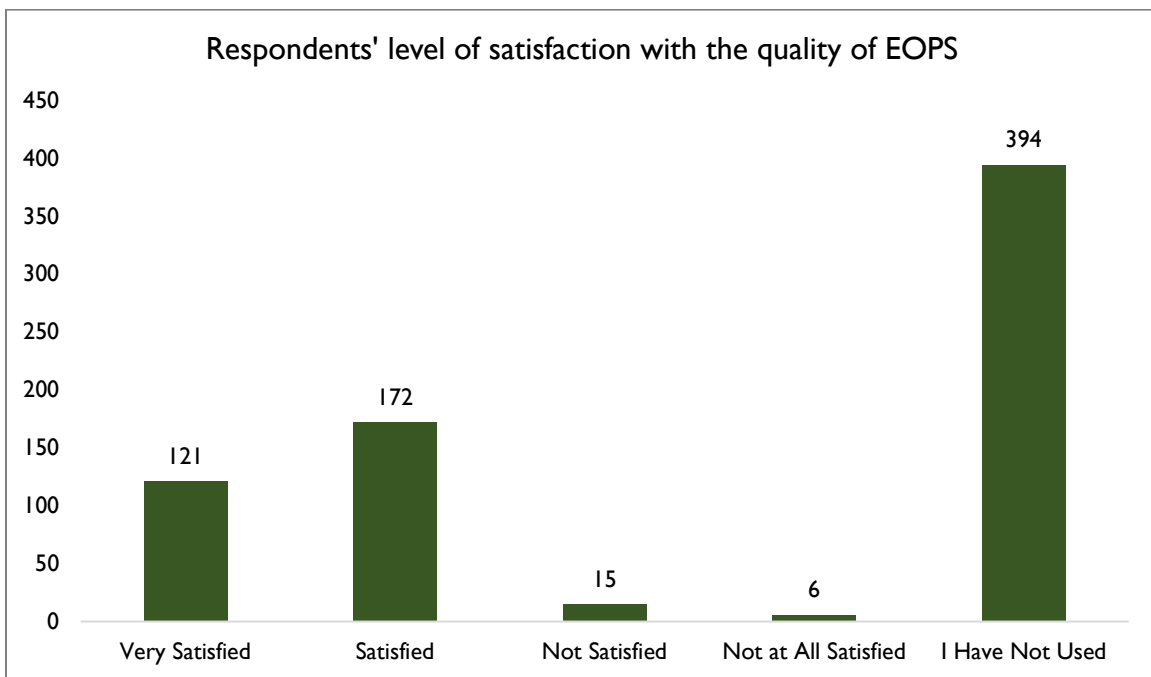


The following report is divided into two parts. Part one includes findings from the Spring 2018 Student Satisfaction Survey, particularly stemming from a question pertaining to the Extended Opportunity Programs and Services (EOPS) office at Crafton Hills College (CHC). The second part includes findings from the Spring 2019 EOPS Point of Service Evaluations.

Part One

In Spring 2018, a student satisfaction assessment instrument was developed by the Office of Institutional Effectiveness, Research and Planning in collaboration with the Crafton Council. The survey was administered to students enrolled in sixty-six sections at Crafton Hills College through the use of random sampling. To assess student perception of various aspects of the college, participants responded to over 100 items ranging from satisfaction with education and services to demographic information. This report includes findings stemming from the student satisfaction survey pertaining to the EOPS office at CHC.

I. Please rate your level of satisfaction with the quality of: Extended Opportunities Programs and Services (EOPS)



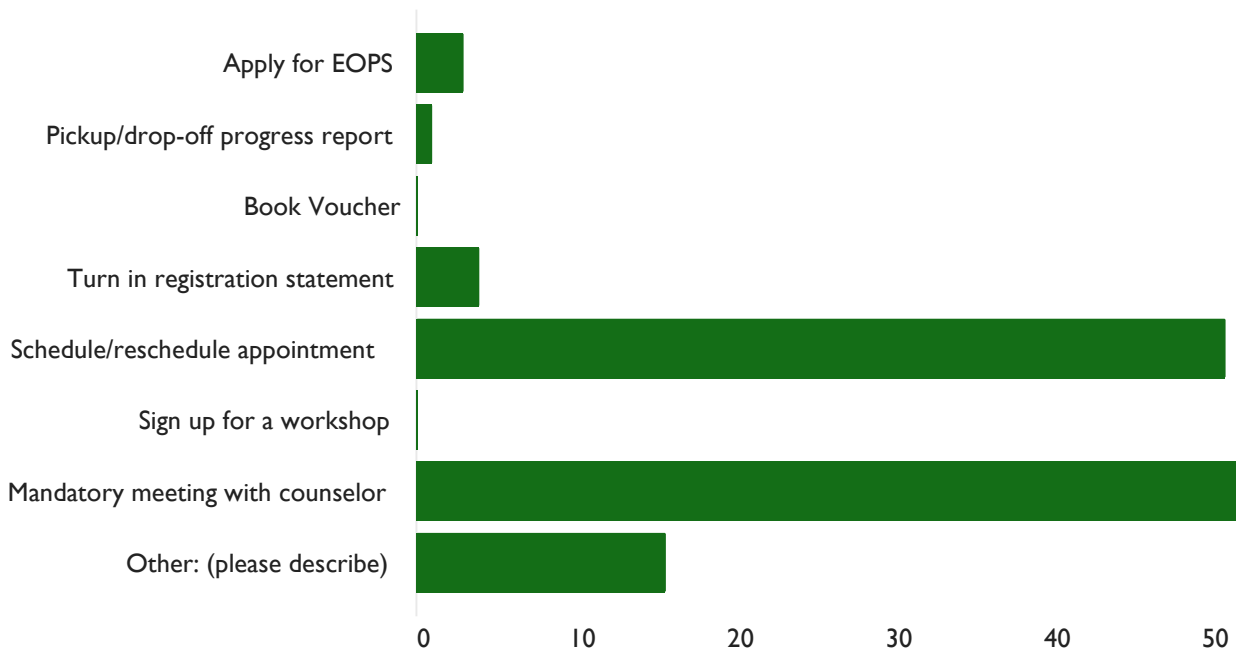
Total Responses = 708

- Respondents were most likely to indicate they have not used the EOPS office (56%).

Part Two

The EOPS office at CHC administers service evaluations each term to collect information from students they serve. The service evaluations were administered in paper to respondents by the EOPS office. This report illustrates results from the Spring 2019 service evaluations. The number of responses offered ranges from 89 to 132 depending on the questions.

I. What was the reason for your visit today?



Response	%	#
Apply for EOPS	2.3%	3
Pickup/drop-off progress report	0.8%	1
Book Voucher	0.0%	0
Turn in registration statement	3.0%	4
Schedule/reschedule appointment	39.4%	52
Sign up for a workshop	0.0%	0
Mandatory meeting with counselor	42.4%	56
Other: (please describe)	12.1%	16
Total Responses	100.0%	132

SPI8 EOPS Student Satisfaction Results & SPI9 EOPS POS Results, August 2019

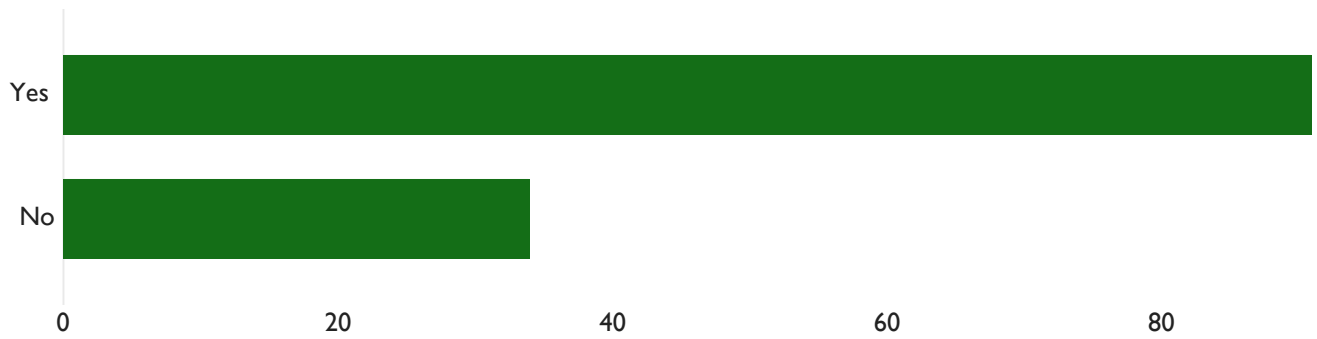
The table presented below includes open-ended responses provided by 16 respondents visiting the EOPS office for other reasons.

What was the reason for your visit today? Other: (please describe)
Appointment (3)
Appointment with counselor (2)
Appointment for EOPS
Meal ticket (7)
online workshop
Meal ticket and e-mail inquiry
2nd contact and graduation application

2. Please rate your level of agreement with the following statements:

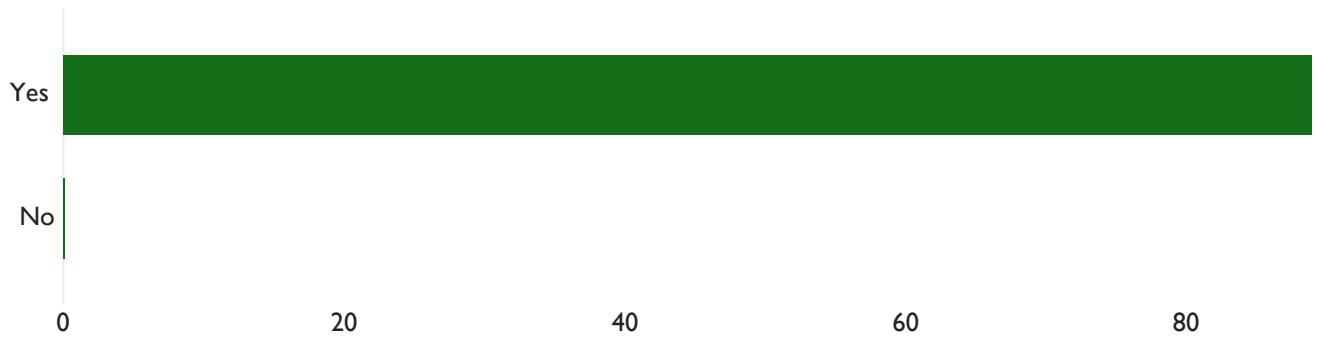
Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
EOPS is a high quality service.	91.7%	7.6%	0.0%	0.8%	132
EOPS is helping me reach my academic goals.	90.9%	8.3%	0.0%	0.8%	132
I would recommend this program to others.	94.7%	4.6%	0.0%	0.8%	132
Overall, I am satisfied with this service.	88.6%	10.6%	0.0%	0.8%	132
The EOPS staff/counselor treated me with respect.	95.5%	3.8%	0.0%	0.8%	132
The EOPS staff/counselor understood my needs.	88.6%	9.9%	0.8%	0.8%	132
Overall, the EOPS staff/counselor was helpful.	93.1%	6.1%	0.0%	0.8%	131

3. Have you attended an EOPS workshop?



Response	%	#
Yes	72.8%	91
No	27.2%	34
Total Responses	100.0%	125

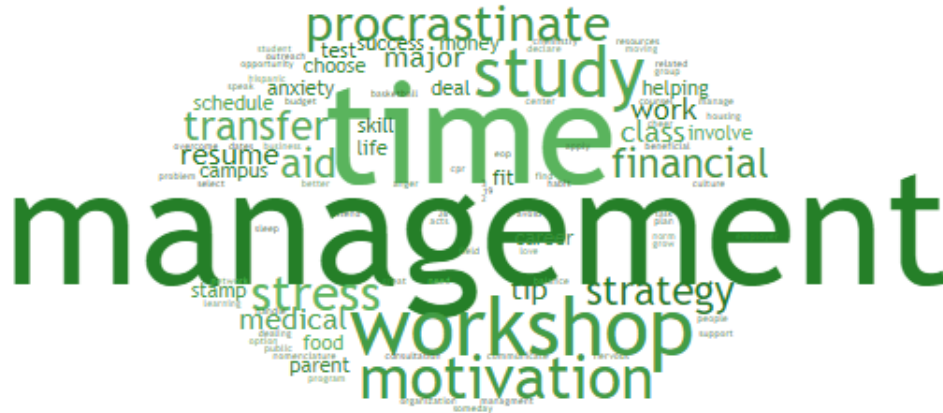
4. If yes, was the workshop beneficial?



Response	%	#
Yes	100.00%	89
No	0.00%	0
Total Responses	100.0%	89

5. Please suggest workshop topics you would be interested in:

The word cloud presented below includes open-ended responses on suggestions for workshop topics respondents indicated they would be interested in. The size of the words presented below represents the frequency in which the words were provided by respondents such that, a larger word size denotes a higher frequency.



The table presented below includes all open-ended responses provided by respondents regarding suggestions for workshop topics they would be interested in.

Please suggest workshop topics you would be interested in:
"Time management" talks about time management and how to use time beneficially.
Anger strategy workshop
Anything
Anything that involves motivation and great mind acts
Anything that involves motivation and helping choose a major.
Applying for medical or food stamps
Attending workshop on 3/26/19
Basketball, women
Budgeting
CPR and first aid
Dealing with stress, different strategies to help with stress/anxiety/etc.
EOPS
Financial aid
Financial aid/life/business/housing
Helping with selecting your major.
Hispanic culture
How to deal with nervousness, how to fit in and be a better communicator, learning strategies

(Table continued on next page)

(Table continued)

How to talk to employers
I declare choosing my major
I like all topics so far
I would like a workshop that has something to cheer up people who deal with stress.
Just more ways to avoid procrastination.
Life out of the norm/growing up
Medical/food stamps
Money management
More medical-type field workshops
More motivation ones
More opportunities to work towards resume. Maybe more variety in dates and times. Classes can get in the way.
More outreach program consultations.
More procrastination and time management.
Motivation, study tips
Motivational workshop
Moving out
Networking
Organization skills, nomenclature (chemistry), campus resources
Overcoming procrastination
Parenting, W-2
Planning classes
Procrastination
Procrastination, money counseling
Public speaking
Sleep
Stress and time management (2)
Stress management
Student success
Study for success, managing schedule, parenting support group
Study habits and tips
Study strategies, balancing classes and work, resume help, how to find a career to someday love.
Study tips
Test anxiety Handling financial problems
Test skills, study
They had a workshop for everything I needed. I just wish there was more "resume" workshops that fit my schedule.
Time management (6)
Time management, help with career options
Time management, how to study
Time management, transfer workshops, financial aid
Time management
Transfer center, motivation, and time management

(Table continued on next page)

(Table continued)

Transfer workshops
Transferring
Visiting university campuses
Work related

6. Please add any additional comments:

The word cloud presented below includes open-ended responses on additional comments. The size of the words presented below represents the frequency in which the words were provided by respondents such that, a larger word size denotes a higher frequency.



The table presented below includes all open-ended responses provided by respondents regarding additional comments.

Please add any additional comments:
[name] is great help!
[name] was GREAT, [he/she] has been awesome for 3 years and is sending me off confident.
Awesome program!
Awesome staff every year, every day!
Been very helpful in my pursuit of my educational and career goals.
Beneficial
counselor and EOPS staff are great!
Counselors and staff were very helpful and made sure my needs were met.
Counselors are great.
EOPS has helped me out tremendously. It was an overall great experience.
EOPS is an amazing program. Who, not only I am amazed by, but so many others.
EOPS is doing a great job!
EOPS is so amazing and helpful. Absolutely love the program.
EOPS is very helpful and I wouldn't be on the right track if it weren't for the program.
EOPS is very helpful.
Everyone is so helpful. I have never had a problem coming here! I love [name]
Fantastic service. Thank you so much.
Give backpacks even when its been 1 year in the program if it is possible.
Good job. Need to respond to emails quicker.
Great and absolutely love how genuine everyone is.

(Table continued on next page)

(Table continued)

Great program (2)
Great service, great people!
Great service, very great staff and always helping me achieve my career and school goals.
Great service. Always feels welcoming.
Great source
Great staff!!
I am very grateful for the EOPS program, their help and amazing staff that is helping me in school!
I don't like how they offer loaned books before you even have a chance to use your EOPS "grant" money.
I have been going through a lot this past month and the counselors have been very helpful. Thank you!
I love EOPS!
I love this program. Very helpful.
I really like EOPS. They really help you and prepare me for the future.
I thank you EOPS for all the help you provide for the needs to be successful in my work and studies.
I think everyone is great and very supportive. Love the staff.
I wish you didn't have to have 12 units per semester.
I'm really thankful to EOPS for providing such an amazing, helping community.
I'm super satisfied with EOPS service. Everyone is awesome.
Keep up the good work you guys are doing - amazing! I'm so sad to be leaving Crafton and this EOP Department.
Love the team. EOPS is the best.
Love them!
Love this program! Could not have completed school without it. THANK YOU!!
More information on medical services offered on campus.
More support when transferring to CalState/UC
Overall, everything is helpful and clear.
Overall, it is a great program and allows me to feel comfortable talking to someone when it comes to school.
Thank you for adding on classes.
Thank you for all of your help
Thank you for all that you do.
Thank you for everything.
Thank you for the hard work and help in getting me a better life.
Thank you guys!
They were very helpful and help me get to my goals.
This is my first year in EOPS and I am very happy/comfortable.
This program is amazing and very, very helpful to students.
This program is very helpful and I am very satisfied.
Very great experience
Very helpful and encouraging.

For questions, please contact Diana Vaichis, Research Analyst, at dvaichis@craftonhills.edu or (909) 389-3420.