



EOPS POS Results Fall 2012

Overview: In Fall 2012, the Extended Opportunity Programs and Services (EOPS) office administered a Service Evaluation to obtain feedback from the students they serve. 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 an open-ended question to allow for other reasons respondents had for visiting the office. Next, seven Likert-scale questions asked respondents to rate their level of satisfaction with services provided and program staffing where 4 = Strongly Agree; 3 = Agree; 2 = Disagree; 1 = Strongly Disagree. In addition, two dichotomous response questions asked specifically for respondents' reactions to the EOPS workshops, and two open-ended questions asked students to suggest additional workshop topics and to provide any additional comments.

Sample: From October 1, 2012 through October 19, 2012, the half-page Service Evaluation was given to all students visiting the EOPS office. In total, 138 surveys were collected, and the results of those responses are included in this report. 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 163 responses collected from the 138 surveys, since many students gave more than one reason for visiting. Respondents were most likely to visit the EOPS office for the following reasons: to pick up or drop off their progress report (91 students) or for a mandatory meeting with a counselor (37 students).

Table 1: What was the reason for your visit?	N
Pick up or drop off progress report	91
Mandatory meeting with counselor	37
Schedule/reschedule appointment	23
Sign up for a workshop	9
Apply for EOPS	2
Book voucher	1

In addition to the responses to the multiple-choice question, eight respondents wrote in an additional or alternate reason for visiting the EOPS office. Students gave the following reasons for visiting the EOPS office:

- Drop a class
- Issues
- Petition for graduation
- Pick up a copy of ed plan
- Pick up scantrons
- Talk to [staff member's name]
- Turn in attendance sheet

Table 2 identifies the responses to questions grouped under two themes: satisfaction with the level of service and satisfaction with the program staffing, followed by the number and percentage of students who agreed/disagreed with each statement.

As illustrated in Table 2, students possess strongly positive perceptions of the various aspects of the EOPS program. In examining specific aspects of services provided by this program, 100% of the students agreed or strongly agreed that EOPS is a high quality service, that the program has helped them meet their educational goals, that they would recommend EOPS to others, and that they are satisfied with the program.

Program staffing is also rated favorably. In particular, students perceive the staff members to be respectful (99%), understanding of their needs (100%), and helpful (99%). None of the students strongly disagreed with any of the statements, and only one student disagreed with two of the statements.

Table 2: To what extent do you agree or disagree with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
Satisfaction with the EOPS level of service								
EOPS is a high quality service	115	83.3	23	16.7	0	0.0	0	0.0
EOPS is helping me reach my academic goals	117	84.8	21	15.2	0	0.0	0	0.0
I would recommend this program to others	125	90.6	13	9.4	0	0.0	0	0.0
Overall, I am satisfied with this service	117	84.8	21	15.2	0	0.0	0	0.0
Satisfaction with the EOPS staff								
The EOPS staff/counselor treated me with respect	122	88.4	15	10.9	1	0.7	0	0.0
The EOPS staff/counselor understood my needs	118	85.5	20	14.5	0	0.0	0	0.0
Overall, the EOPS staff/counselor was helpful	119	86.2	18	13.0	1	0.7	0	0.0

Table 3 is related to students' attendance at, and their perceived value of, EOPS workshops. About 42% of the students indicated that they had attended an EOPS workshop, and 88% of the students who said they had attended a workshop agreed that the workshop was beneficial.

Table 3: Attendance and perceived value of EOPS workshops	Yes		No		Not Applicable	
	N	%	N	%	N	%
Have you attended an EOPS workshop?	58	42.0	80	58.0	0	0.0
Was the EOPS workshop beneficial?	51	37.0	0	0.0	37	63.0

In all, 39 students (28%) made suggestions for topics to be covered in future workshops. The most commonly requested workshop topic was nursing, followed by transfer and study skills (see Table 4). Several students interested in transfer workshops had specific requests, which are listed below.

- Transfer Admission Guarantee (TAG)
- UCR EOPS program
- medical field
- more bachelor science degrees and the careers that you can have with them
- CSU

Table 4: Future Workshop Topic Suggestions	
Topic	# of students requesting
Nursing	9
Transfer	6
Study skills	5
Stress management	4
Balancing school and parenting	3
Time management	2

Other suggestions for future workshops are listed below:

- CIS
- Cooking workshops
- Financial planning/budgeting/balancing checkbook
- Medical
- Respiratory care
- Science support/study tech
- True colors
- Work out exercise
- Workshops to help with more of the majors of the students

When given the opportunity to leave additional comments, 31 students (23%) chose to do so. The majority of comments were of a positive nature. The following is a complete list of student responses:

- thank you EOPS for everything you guys do for me thank you so much for all your help
- [Name] is a rude person. Needs to take a workshop on people skills.
- The EOPS program has strongly helped me get closer to my goal of graduating and career.
- Thank you! :)
- I love EOPS, I'm glad to be a part of this program.
- Great program!
- EOPS is so helpful! I'm glad I was accepted into this program!
- Thanks for everything!
- Keep up the good work. [Staff member's name] is really helpful and understanding :)
- I love EOPS Thanks a million! [unreadable, possibly a signature]
- so much help thank you
- Thank you!
- Thank you EOPS!
- [Name] is very positive/helpful
- I'm very pleased with the services I've been offered. The EOPS has been really helpful.
- Keep up the good work. :)
- I would like more Friday workshops to be available because I rarely have classes on Friday but the rest of the week is busy for me.
- EOPS big help
- I'm very pleased with the services I've been offered. The EOPS has been really helpful.
- Keep up the good work. :)
- love [staff member's name] and love [staff member's name]
- I love EOPS!
- Thank you for all the help and support
- best service for students
- great program!!:)

- Doing awesome job thank you so much.
- Thank you!!!
- open my mind to creative things
- Great service that helps my needs.
- EOPS is great.
- I am so grateful for this program!
- :-)
- EOPS is a great program and I'm really grateful to be in it.