



## Spring 2015 EOPS Point of Service Evaluations Results

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### Purpose of Brief

The purpose of this brief is to illustrate findings from the CHC EOPS Point of Service Evaluations administered to students in Spring 2015. A total of 108 respondents completed the evaluation. The EOPS office provides students the opportunity to complete this evaluation every term.

### Summary of Findings

69% of respondents indicated "pick-up/drop off progress report" as their primary reason to visit the EOPS office.

19% of respondents indicated "mandatory meeting" as their secondary reason to visit the EOPS office.

96% or more of respondents **Strongly Agreed** or **Agreed** with 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

### 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 2015 service evaluations completed by 108 respondents.

### Methodology

The service evaluation was administered in paper to respondents by the EOPS office. The evaluation consisted of one 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. To protect identities, any individual names mentioned in the comments tables were replaced with "[Name]". Also, the comments were categorized by the researcher. A limitation to grouping any open-ended responses into categories is that reviewers might group them differently. Any "missing" respondents were removed and not included in the analysis. Additionally, because the evaluation was completely anonymous and no identifying information was collected in the evaluation, it was also possible for the same student to complete multiple surveys.

### Findings

Tables 1 through 5 illustrate the results of the findings from the EOPS service evaluation. Table 1 lists the reasons respondents visited the EOPS office. A significant majority of respondents selected "pick-up/drop off progress report" (69.4%) as their primary reason for visiting the EOPS office followed by "Mandatory meeting with counselor" (19.4%). Respondents provided other reasons not listed they had for their visit. The most frequent reasons were "incentives" and "submit documents/materials".

<b>Table 1a. Respondents' reason for EOPS office visit.</b>	<b>#</b>	<b>N</b>	<b>%</b>
Pickup/drop off progress report	75	108	69.4
Mandatory meeting with counselor	21	108	19.4
Schedule/reschedule appointment	10	108	9.3
Apply for EOPS	4	108	3.7
Sign up for a workshop	4	108	3.7
Book voucher	1	108	0.9

*Note: It is possible that some respondents' selected more than one reason for visiting the EOPS office.*

Responses in Table 1b were grouped and categorized by the researcher. A limitation to grouping any open-ended responses into categories is that reviewers might group them differently.

<b>Table 1b. Respondents' additional reasons for EOPS office visit.</b>
<b>Incentives (n=5)</b>
Gas cards = 3
Meal ticket
Soup and snacks
<b>Submit documents/materials (n=5)</b>
Attendance sheet
Book return = 3
Drop off disability report
<b>Appointments (n=3)</b>
3 <sup>rd</sup> contact
Last appointment ever!
Term dismissal appointment
<b>Update information (n=2)</b>
Changing phone number
Withdrawing from a class

Table 2 illustrates the results from respondents' level of agreement with seven statements about services provided by the EOPS office. The results indicated 96% or more of respondents "Strongly Agreed" or "Agreed" with all of the statements.

<b>Table 2. Respondents' level of agreement with the statements below.</b>	<b>Strongly Agree</b>		<b>Agree</b>		<b>Disagree</b>		<b>Strongly Disagree</b>		<b>Total</b>
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	
I would recommend this program to others	101	93.5	5	4.6	0	-	2	1.9	<b>108</b>
Overall, the EOPS staff/counselor was helpful	100	93.5	5	4.7	0	-	2	1.9	<b>107</b>
The EOPS staff/counselor understood my needs	99	91.7	7	6.5	0	-	2	1.9	<b>108</b>
EOPS is helping me reach my academic goals	97	89.8	9	8.3	0	-	3	2.8	<b>108</b>
Overall, I am satisfied with this service	97	89.8	7	6.5	2	1.9	2	1.9	<b>108</b>
The EOPS staff/counselor treated me with respect	97	89.8	6	5.7	1	.9	2	1.9	<b>108</b>
EOPS is a high quality service	96	88.9	10	9.3	0	-	3	2.8	<b>108</b>

*Note: Any "missing" responses were not included in this table.*

Seventy percent of respondents indicated they attended an EOPS workshop in Table 3a below. Respondents who attended specified whether the workshop was beneficial in Table 3b. Seventy percent of the respondents indicated that the workshop(s) was beneficial.

<b>Table 3a. Respondents' answer to whether they attended an EOPS workshop.</b>	<b>#</b>	<b>%</b>
Yes	76	70.4
No	32	29.6
<b>Total</b>	<b>108</b>	<b>100.0</b>

*Note: Any "missing" responses were not included in this table.*

<b>Table 3b. Respondents who attended an EOPS workshop specified if it was beneficial.</b>	<b>#</b>	<b>%</b>
Yes	68	70.1
No	7	7.2
N/A	22	22.7
<b>Total</b>	<b>97</b>	<b>100.0</b>

*Note: Any "missing" responses were not included in this table.*

Tables 4 and 5 are open-ended comments that include respondents' additional EOPS workshop topic suggestions. In Table 4 the most frequent topic suggestion mentioned was workshops that touched on topics about self-improvement. Respondents also suggested finances, education, and employment. Additional comments in Table 5 primarily praised the EOPS office and staff.

<b>Table 4 Respondents' additional workshop topic suggestions:</b>
<b>Self-Improvement (n=13)</b>
Cooking
Cooking Course
Family pressures and issues
How to manage time effectively
Life coaching
Parenting / good grades
Relationship workshop / child care workshop
Single parent and school juggling
Time management = 2
Time management, procrastination stress
Volunteering
We always repeated workshops, more variety personal ones
<b>Education (n=10)</b>
Choosing a college major
Critical Thinking
How to find research / opportunities
Nursing
Schedules for upcoming classes for certain majors
Specific programs information on
Study tips meeting with people who are in your desired career field
Teaching
Test taking
UC or CSU transfer help or how to pay for college
<b>Employment (n=6)</b>
Employment
Employment related
Job interview finding jobs during school starting a career after a degree
Resume, job skills, interviewing skills
Resume / college app
Resume, job skills, interviewing skills
<b>Finances (n=4)</b>
Financial aid / career center
Financial aid CSUSB
Financial management = 2
<b>Miscellaneous (n=2)</b>
Already registered for a workshop
Anything will be helpful

<b>Table 5 Respondents' additional comments:</b>
<b>Praise (n=36)</b>
😊
Amazing people with positive smiles would recommend it to anyone and everybody
Awesome people
Don't know I'd do without EOPS care and CalWORKs help
EOPS has helped me in progressing my academic performance without this program I would be running in circles
EOPS is a super good program that helps me a lot, thank you so much
EOPS is always helpful to students helping them to reach their goals by the support with books and counselors
EOPS is awesome keep up the good work
Everyone here is very helpful
Everything was great and very helpful
Good program can be a little more understanding and less critical about late well requirements
Great program
Great work, love it
Helpful
I am very pleased with the program, well organized
I love EOPS
I love your programs and staffing [Name] is amazing. Thank you for all you do
I really recommend this program to all students because EOPS is very helpful
I think EOPS and staff do an amazing job when dealing with students
Keep up the great work
Love you all
[Name] and [Name] are the best
[Name] and [Name] deserve a raise
My counselor for CalWORKs is so encouraging and understanding I am thankful for all her hard work
My overall EOPS experience was very helpful my time in EOPS gave me the connection to build my future
Thank you for all your support and help
Thank you for all you have done
The counselors are really helpful and always have ways to help students who need help
The people are great here
This is a great opportunity for me and everyone. Thank you, [Name] and staff
This is a great program, I feel more students should be aware of it
This program made it possible for me to attend school, thank you
[Name] is very helpful and understanding everyone is wonderful at answering all my questions
Wonderful staff
You guys are doing a good job
You guys are great
<b>Suggestions for improvement (n=1)</b>
More variety in workshop