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Research Briefs from Crafton Hills Office of Research and Planning

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## EOPS POS Results Fall 2009

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**Overview:** In the fall of 2009, the Extended Opportunity Programs and Services (EOP&S) office administered a Point of Service (POS) evaluation to gain “customer satisfaction” feedback from the students they serve. There were one hundred eleven half-page POS evaluations collected during implementation. While the POS evaluation was given to all students visiting the EOP&S office, not all students necessarily completed it. Additionally, because no identifying information is collected there is no way to know if students completed the survey more than once.

**Methodology:** The POS evaluations included six questions using a five point Likert scale with choices ranging from *Strongly Agree* to *Strongly Disagree*, two dichotomous response questions relating specifically to the EOPS workshops, and four open-ended questions. The first open-ended question asked students the reason for their visit to the office. Following the workshop questions, the second open-ended question asked for suggestions of additional workshop topics the respondents would like to see offered. Students were asked for any additional comments or questions they might have about the services they received in the third open ended question. The final open-ended question asked for students’ contact information if they wanted to further discuss their comments, questions, or concerns. The purpose of this report is to disseminate findings of the one hundred eleven participants who completed this evaluation.

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## RESULTS

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**Sample:** The Point of Service (POS) evaluation was completed by 111 participants at the EOP&S office. As shown in Table 1, 40% of the participants indicated they were at the EOP&S office for an appointment.

Table 1: What was the reason for your visit:					
40%	34	Appointment	1%	1	Pick up letter
20%	17	Counseling	1%	1	Second contact
12%	10	First EOPS meeting	1%	1	Apply for EOPS
5%	4	Schedule appointment	1%	1	To change appt. date
4%	3	Question	1%	1	To see if anyone canceled their appt.
2%	2	Book voucher	1%	1	Walk-in appointment
2%	2	Meeting	1%	1	To see about my care
2%	2	Turn in paperwork	1%	1	Classes
1%	1	Mandatory visit with counselor	1%	1	Ed Plan
1%	1	Get advice for withdraw and Reg.	<b>100%</b>	<b>85</b>	<b>Total</b>

When asked if EOP&S “is a high quality service,” the majority, 76.4%, responded *Strongly Agree*. As Figure 2 indicates, absolutely no one responded *Disagree* or *Strongly Disagree* to the same question.

### Figure 2

Clearly shown in Figure 3, the most common response to the statement “I believe my needs were met” was *Strongly Agree*.

Overall, 84.3% of participants responded *Strongly Agree* when asked if they would recommend EOP&S to a friend or fellow student. Figure 4 shows that absolutely no one responded *Disagree* or *Strongly Disagree* to the same question.

When asked if the services/information that they received from EOP&S would help them maintain or pursue their academic goals, the majority (79.5%) responded *Strongly Agree*. As Figure 6 indicates, absolutely no one responded *Disagree* or *Strongly Disagree* to the same question.

The majority of participants (81.9%) responded *Strongly Agree* when asked the question “I received exactly the services/information that I needed.” As shown in Figure 5, absolutely no one responded *Disagree* or *Strongly Disagree* to the same question.

Clearly shown in Figure 7, the most common response to the statement “In general I am satisfied with this service” was *Strongly Agree*.

Overall, 84.3% of participants responded *Strongly Agree* when asked the question “If I had to do it over, I would choose to access this service again.” Figure 8 shows only one participant (0.8%) responded *Disagree* to the same question. Overall, participants rated satisfaction with the Crafton Hills College Extended Opportunity Program and Services (EOP&S) office very high.

Furthermore, all comments left were complimentary. This suggests that students who are currently utilizing the services offered by EOP&S are satisfied with the services they are receiving. The POS survey will continue to be administered in the EOP&S office each year to provide ongoing feedback to EOP&S staff and interested others. Although the POS evaluation provides some very useful information, further efforts to develop and assess both student learning outcomes and service area outcomes will be necessary to assess EOP&S's overall effectiveness and impact.

When given the opportunity to leave additional comments or questions, the following comments were left:

- 1 I like (EOPS staff) she's a lot of help
- 6 Good/Great program
- 1 Had a lot of questions answered
- 1 I disagree with discouragement
- 1 I hate signing in just to ask a quick question.
- 1 More patience should be practiced in this office
- 1 (EOPS staff) is a great counselor
- 1 Thanks for everything.