



Research Brief

EOPS Point of Service Survey Results, Spring 2013

Prepared by Benjamin Gamboa

Purpose of Brief

The purpose of this brief is to illustrate the results of the Crafton Hills College EOPS Point of Service (POS) survey administered during a portion of the Spring 2013 semester to students who visited the EOPS office.

Summary of Findings

- 50% of respondents visited the EOPS office for a mandatory meeting with a counselor.
- 100% of respondents hold positive perceptions regarding multiple levels of service.
- Two-thirds of respondents attended a workshop, and 78% of those respondents perceived the workshops to be beneficial.

Overview

In Spring 2013, 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 agreement with statements regarding 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 respondents to suggest additional workshop topics and to provide any additional comments. From March 11, 2013 to April 5, 2013, program staff presented the survey to all students visiting the EOPS office. The responses to the completed surveys 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 evidence whether the same student completed multiple surveys.

Table 1: What was the reason for your visit today?

	N	%
Mandatory meeting with counselor	59	50.0%
Pickup/drop off progress report	39	33.1%
Schedule/reschedule appointment	27	22.9%
Sign up for a workshop	9	7.6%
Apply for EOPS	8	6.8%
Book voucher	1	.8%

Findings

Table 1 analyzes the reason(s) respondents identified for visiting the EOPS office. There were 143 responses collected from the 128 surveys, because 20 respondents identified more than one reason for visiting. Respondents were most likely to visit the EOPS office for the following reasons: mandatory meeting with a counselor (59) or pickup/drop off progress report (39).

Eleven respondents provided the following additional or alternative reasons for visiting the EOPS office:

- 2nd contact
- 2nd EOPS contact appointment
- Drop off workshop verification
- EOPS appointment
- Inquiry about [program] information
- Making education plan
- Misc[ellaneous]
- Return a book
- Return book
- Talking about summer classes
- Turn in attendance report

Table 2 illustrates respondents' degree of agreement with their satisfaction regarding the level of service provided. Respondents possess strongly positive perceptions of the EOPS program and the program staff. In examining specific aspects of services provided by this program, 100% of the respondents agreed or strongly agreed that EOPS is a high quality service, they would recommend EOPS to others, they are satisfied with the program, program staff treated them with respect, and program staff were helpful. Additionally, all but one respondent agreed or strongly agreed that the program has helped them meet their educational goals or that the program staff understood their needs. **None of the students strongly disagreed with any of the statements presented.**

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

	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
I would recommend this program to others	107	84.3%	20	15.7%	0	0.0%	0	0.0%
EOPS is a high quality service	102	80.3%	25	19.7%	0	0.0%	0	0.0%
EOPS is helping my reach my academic goals	100	78.7%	26	20.5%	1	0.8%	0	0.0%
Overall, I am satisfied with this service	102	80.3%	25	19.7%	0	0.0%	0	0.0%
The EOPS staff/counselor treated me with respect	109	85.8%	18	14.2%	0	0.0%	0	0.0%
The EOPS staff/counselor understood my needs	104	82.5%	21	16.7%	1	0.8%	0	0.0%
Overall, the EOPS staff/counselor was helpful	104	82.5%	22	17.5%	0	0.0%	0	0.0%

Table 3 is related to respondents' attendance at, and their perceived value of, EOPS workshops. About 65% of the respondents indicated that they had attended an EOPS workshop, and 78% of the respondents who said they had attended a workshop agreed that the workshop was beneficial.

Table 3: Responses regarding attendance at EOPS workshops

		N	%
Have you attended an EOPS workshop?	Yes	84	65.6%
	No	44	34.4%
If yes, was the workshop beneficial?	Yes	70	77.8%
	No	5	5.6%
	N/A	15	16.7%

Additionally, 9 respondents (7%) provided suggestions for workshop topics:

- Budgeting, finances, studying, interviews
- Career based off Major
- Computer Science
- Help to manage school work, prioritizing responsibilities

- How to manage money
- I like career exploration or essay writing workshops
- More college related (lifewise)
- Respiratory Therapy
- Study habits, managing time, how to read successfully (analytically)

Thirty-six respondents (28%) provided the following additional comments:

- Always outstanding!
- Appreciate the guide through my education!
- Awesome program!
- EOPS is a great program!
- EOPS is an amazing resource
- Extremely helpful
- GREAT counseling!
- I am so lucky to be able to partake in EOPS.
- I am very blessed to have EOPS. The staff is terrific!
- I love EOPS
- It is too perfect to have any more!
- Keep it up- you guys are doing a great job!
- Love everyone at the EOPS office. Very, very helpful!
- Love you guys! You are all amazing!
- [Name] is awesome; I love the counseling. It keeps me on track and accountable.
- [Name] is the best and most helpful!
- Overall, I am satisfied with the program.
- [Name] always takes interest in what I say, and helps with different options
- Some counselors need to work on their people skills and fully inform students who do not know much about college life. Usually it is only one counselor, whom I will not name, but she truly upset me one day where I cried from her animosity and lost half my financial aid because I was[n't] informed properly.
- Thank you EOPS staff, you guys are amazing!
- Thank you for all you do
- Thank you for all your help!
- Thank you for everything so far!
- Thank you for supporting me!
- Thank you for your lovely service!
- Thanks for all the help!
- The workshop I took did not go over what it said it would. I did not find it helpful.
- This has been a really great service and I appreciate all the services the EOPS has offered me.
- This is a very helpful program.
- This program has been a great asset in helping me, emotionally and financially!
- Very friendly and helpful staff.
- Very helpful program
- Very helpful program.
- Very helpful, I did recommend the program to others.
- Very satisfied.
- You guys rock!