



Research Brief

Fall 2013 EOPS Point of Service Evaluations Results

Prepared by Lorena Guadiana

Purpose of brief

The purpose of this brief is to illustrate findings from the CHC EOPS Point of Service Evaluations administered to students in Fall 2013. A total of 164 students responded to the evaluation. The EOPS office provides students the opportunity to complete this evaluation every term.

Summary of Findings

47% of respondents indicated "pick-up/drop-off progress report" as their primary reason to visit the EOPS office.

36% of respondents indicated "mandatory meeting with counselor" as their secondary reason to visit the EOPS office.

97% 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
- 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

66% of respondents attended an EOPS workshop.

61% of respondents who participated in a workshop indicated the workshop was beneficial.

Primarily, respondents suggested the EOPS office to host more *healthcare/science* related workshop topics.

Respondents praised the EOPS office for their services.

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 Fall 2013 service evaluations completed by 164 students.

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. Any "missing" responses 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 1-5 illustrate the results of the findings from the EOPS service evaluation. Table 1 lists the reasoning behind respondents' visit to the EOPS office. A significant majority of respondents selected "pick-up/drop-off progress report" (47.2%) as their primary reason for visiting the EOPS office followed by "mandatory meeting with counselor" (35.8%). Respondents listed other reasons not listed they had for their visit. The most frequent reason was "grades reports/status".

Table 1a. Respondents' reason for EOPS office visit.	#	N	%
Pickup/drop off progress report	75	159	47.2
Mandatory meeting with counselor	57	159	35.8
Schedule/reschedule appointment	31	159	19.5
Apply for EOPS	17	159	10.7
Sign up for a workshop	13	159	8.2
Book voucher	4	159	2.5

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.

Table 1b. Respondents' additional reason for EOPS office visit.
Grades reports/status (n=4)
Semester report/progress
Progress Report
Check up on me and my grades and to see how I was.
Mid-semester progress
Workshops (n=2)
Schedule a workshop
Sign up for workshop
Appointments (n=2)
Verification of appointment.
2nd Appointment
Incentives (n=2)
Gas cards.
Plugascards
Questions (n=2)
Question
Question about education plan.
Submit documents/materials (n=2)
Drop-off transcripts
Return book
Walk-ins (n=2)
Find out walk in times to see [Name]
Walk in
Activities (n=1)
Soccer club.

Table 2 illustrates the results from respondents' level of agreement with seven statements about services provided by the EOPS office. The results indicated 97.6% or more of respondents "Strongly Agreed" or "Agreed" with the statements.

Table 2. Respondents' level of agreement with the statements below.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
EOPS is a high quality service	141	86.0	20	12.2	1	0.6	2	1.2	164
EOPS is helping me reach my academic goals	135	82.3	25	15.2	2	1.2	2	1.2	164
I would recommend this program to others	145	89.0	16	9.8	0	-	2	1.2	163
I am satisfied with this service	137	84.0	24	14.7	0	-	2	1.2	163
The EOPS staff/counselor treated me with respect	142	87.7	18	11.1	0	-	2	1.2	162
The EOPS staff/counselor understood my needs	136	84.5	23	14.3	0	-	2	1.2	161
Overall, the EOPS staff/counselor was helpful	139	85.3	22	13.5	0	-	2	1.2	163

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

Sixty-six 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. Sixty-one percent indicated that the workshop(s) were beneficial.

Table 3a. Respondents' answer to whether they attended an EOPS workshop.	#	%
Yes	108	66.3
No	55	33.7
Total	163	100.0

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

Table 3b. Respondents who attended an EOPS workshop specified if it was beneficial.	#	%
Yes	99	61.1
No	4	2.5
N/A	59	36.4
Total	162	100.0

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 healthcare/science. Respondents also suggested self-development/self-improvement and college related workshops. Additional comments in Table 5 primarily praised the EOPS office and staff followed by some improvement suggestions.

Table 4. Respondents' additional workshop topic suggestions.
Healthcare/science (n=11)
Nursing
Nursing
Nursing programs
Rad Tech/Studying tips
Health
Healthcare career what job would be easy to find after graduation.
I went to a nursing workshop and it was very helpful. I really enjoyed it.
More nursing
More radiology/nurse workshops
Anything medical.
Biological investigation
Self-development/self-improvement (n=9)
Managing school and family.
Maybe workshops to deal with stress from school and work, etc.
More time management, getting organized, how to beat procrastination.
Note taking.
The stress workshop helps
Time management; organize your life, getting proactive with learning.
Time Management, study tips
Time management.
True colors.
College related (n=8)
CSU Application Workshop.
CSUSB app workshop
Dealing with stress outside of school.
Meeting with Fullerton
More of UCLA transfer days and other schools transfer days.
I went to the college fair which was very helpful because I talked to the rep for the school I want to go to.
Transfer center
Transfer fair was awesome. Very helpful.
Career (n=5)
Career choices, specific majors
Career.
How to interview for a job.
Resume, cover letter, job interview techniques.
Resume. I really enjoyed the workshop and it helped me land with Disney.
Creative/Art (n=2)
Music, Art
Creative workshops
Military (n=1)
Military
Academic plan (n=1)
Ed plan workshop

Table 5. Respondents' additional comments.
Praise (n=37)
Big help. I love EOPS.
EOPS helped me get classes

EOPS is a great program. It has been very helpful.
EOPS is awesome.
EOPS is a good program and they help you stay on track.
Everyone in the office is awesome and super understanding. I really appreciate everything they have done for me.
Everyone is very helpful and nice. Thank you for your hard work.
Everyone is very helpful and very approachable.
Glad this program is here to help.
Great help.
Great job you guys.
Great Program.
Great staff, lots of helpful info, very pleased.
I am glad I enrolled in EOPS.
I'm glad I'm in this program. Very helpful.
I'm very excited to join this program. This is going to be extremely helpful towards my future career mentally, physically, and financially.
It's all good.
Keep up the good work.
Lovely program.
[Name] is very helpful.
[Name] is amazing, very helpful.
So far, I think EOPS is a high quality service.
Thank you EOPS
Thank you for all you guys do.
Thank you for everything especially my book.
Thank you guys.
Thank you!
Thank you.
Thanks for everything
Thanks for everything you all do!
Thanks for your help.
The counselors are very helpful and polite. EOPS is a great help.
They are amazing and very helpful.
This program is very helpful and has answered all of my questions.
This was the best way and great to go for our education goals. The program was my first and I am proud of all their hard work.
Very good program. Honored to be a part of EOPS program
Very good service.
Improvement recommendations (n=6)
This is a really good program but the workshops are not needed!!!
Overall, EOPS is an excellent program. I would only recommend changing the book grant policy because it would be even more helpful. Sometimes I don't get to use my complete book grant because I can't pay the difference according to your policy. Thank you!
More workshops at different times.
Staff/counselor doesn't show any interest in jobs.
Please be there for everyone's needs.
I wish the workshops would be a little shorter.
Other (n=2)
I have not attended the transfer workshop yet, but I'm sure this workshop will be beneficial.
I will be attending a workshop tomorrow.