

Fall 2017 EOPS Point of Service Survey Results

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Purpose of Brief

This brief illustrates the results from the Fall 2017 EOPS service evaluations completed by 170 respondents.

Summary of Findings

- 63% of respondents visited EOPS to turn in a registration statement.
- 36% of respondents were attending a mandatory meeting with a counselor.
- 96% of respondents strongly agreed with the statement, **The EOPS staff/counselor treated me with respect.**
- 89% of respondents reported attending an EOPS workshop.
- 93% of respondents stated the workshop they attended was beneficial.
- Respondents suggested workshop topics on personal growth/self-care, job skills/career exploration, student services, academic assistance, major-specific topics, and transferring.
- 83% of respondents who submitted additional comments praised the EOPS program and staff.

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 2017 service evaluations completed by 170 respondents.

Methodology

The service evaluation was administered in paper to respondents by the EOPS office. The evaluation consisted of a 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. Individual names mentioned in the comments tables were replaced with “[Name]”. Finally, since the evaluation is completely anonymous and no identifying information was collected in the evaluation, it was also possible for the same student to complete multiple surveys

Findings

Table I identifies the reason respondents went into the EOPS office. Thirty-six percent of respondents reported attending a mandatory meeting with a counselor, and 33% stated that they visited the EOPS office to schedule/reschedule an appointment.

Table I. Reasons for visit to EOPS office.

Reason (n=87)	#	%
Apply for EOPS	4	4.6
Schedule/reschedule appointment	29	33.3
Pickup/drop off progress report	20	23.0
Sign up for a workshop	1	1.1
Book voucher	2	2.3
Mandatory meeting with counselor	31	35.6

Note: It is possible respondents selected multiple reasons for visiting.

107 respondents provided additional reasons for visiting the EOPS office. Seventy-one percent of respondents stated that they were visiting to turn in their registration statement. Below is a list of the responses provided:

- 3rd contact (n=6)
- Turning in a registration statement (n=76)
- Turning in paperwork (n=8)
- Dropping off/returning a book (n=3)
- Dropping off/submitting paperwork (n=8)
- Term dismissal (n=2)
- Meeting or requesting to meet with a counselor (n=3)
- Financial aid questions
- Guardian Scholar Program
- Looking for paperwork
- Meal ticket, appointment
- Questions
- Rescheduling for appointment
- Talk about grades/schedule
- To achieve progress!
- To go over my Ed Plan
- To see if I'm on track
- Turn in workshop paper

Note: It is possible for respondents to provide multiple reasons for visiting.

Table 2 indicates respondents' level of agreement with various statements about their perceptions and satisfaction with EOPS services. Respondents reported high levels of satisfaction with EOPS services with 94% to 96% of respondents strongly agreeing 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

Table 2. Respondents' level of agreement with various statements about EOPS.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
EOPS is a high quality service	159	93.5	9	5.3%	0	0.0	2	1.2
EOPS is helping me reach my academic goals	160	94.1	8	4.7	0	0.0	2	1.2
I would recommend this program to others	161	94.7	7	4.1	0	0.0	2	1.2
Overall, I am satisfied with this service	159	93.5	8	4.7	1	0.6	2	1.2
The EOPS staff/counselor treated me with respect	163	95.9	5	2.9	0	0.0	2	1.2
The EOPS staff/counselor understood my needs	162	95.3	5	2.9	1	0.6	2	1.2
Overall, the EOPS staff/counselor was helpful	162	95.3	5	2.9	0	0.0	3	1.8

Table 3 indicates the self-reported attendance of respondents at EOPS workshops and whether those workshops were beneficial. Eighty-nine percent of respondents reported attending an EOPS workshop. Of those respondents, 93% stated the workshop was beneficial.

Table 3. Attendance at and benefit of workshops.

Statement	Yes		No		N/A	
	#	%	#	%	#	%
Have you attended an EOPS workshop?	149	88.7	19	11.3	0	0.0
If yes, was the workshop beneficial?	142	93.4	1	0.7	9	5.9

Note: Any missing responses were excluded from this table.

When asked to provide suggestions for workshop topics, 81 responses were recorded. The full list of comments is provided in Table 4. The respondents suggested the following workshops:

- **Personal growth/self-care** workshops (25) to help students to deal with anxiety and motivation issues
- **Job seeking/career exploration** workshops (17) that include interviewing skills and career exploration
- **Student service** workshops (3) to help them understand and navigate EOPS and FAFSA
- **Academic assistance** workshops (4) which cover study skills and how to succeed in specific courses
- **Major-specific** workshops (8)
- **Transfer** workshops (6)

Table 4. Suggestions for Future Workshops

Personal Growth/Self Care (n=25)
Dealing with anxiety
First love yourself
Gaining confidence
How to deal with presentation or public speaking anxiety
How to survive in the real world like buying a home, etc.
Information about how to be more confident with yourself
Love yourself (n=2)
Lacking motivation? How to overcome it!
Managing busy schedules
Motivation (n=2)
Motivation - to help you stay motivated in your career
Motivation, procrastinating, organization
Self-confidence workshop
Stress management (n=4)
Stress management; time management
Stress relief
Tax help/Buying a house
Time management
Time management and doing your work on time
Ways to get over anxiety/loss of motivation
Job Seeking/Career Exploration (n=17)
Career/major topics
Career fair/job fairs
Career help
Career workshops
Careers, transferring to different/higher schools.
Finding a career
Health career
How to apply for a job after school
Interview
Interview 101
Interview workshop
The interviewing
Job interviews
Matching personality with a career
More academic knowledge on career
More workshops about the hiring process for jobs
What can I do with my major

(Table 4 Continues)

(Table 4 Continued)

Student Service Workshops (n=3)
Beginner's guide to EOPS
FAFSA help
Work Study, Transfer
Academic Assistance (n=4)
How to succeed in specific classes. For example, Math or English.
Introduce the same course's students; make a study group
Note taking
Test taking strategies.
Major Specific Workshops (n=8)
Anything health care related; pediatric nurse information
Business management
Business workshop
Nursing (n=2)
Nursing related workshops
Psychology
Psychology, nutrition, criminal justice
Transfer (n=6)
Transfer career
Transfer information and multiple major/minor options
Transfer workshop, financial aid workshop
Transfer workshops
Transfer/career workshops
Transferring
Miscellaneous (n=11)
Anything w/ [Name]. :-)
Because it helps you stay on your path.
Holistic & homeopathic medicine.
It really made me realize my decisions in life and rethink many colleges I wanted to go to
Life choices
Lunch with counselors
Mental health awareness, understanding, treatment
Please have some tacos, burritos and fries
Something to do with kids
What is what?
What's what?
No Suggestions/Not Sure (n=7)
All your workshops are good enough
Honestly any and all.
Most workshops now cover all the basics
N/A (n=3)
None

When asked to provide additional comments, 89 respondents provided feedback. A full list of comments can be found in Table 5. Most of the feedback consisted of compliments to the staff and program (74) while the remainder focused on possible suggestions for improvement (4) and miscellaneous items and questions (2). Ten respondents indicated that they had no feedback.

Table 5. Additional Comments

Compliments (n=74)
A great program.
All staff in this department are always friendly and helpful
All the employees are very helpful and friendly!
Always helpful! Thank you
Amazing program. I could not live without it!
Awesome!!
EOPS has been a very helpful program & I feel like the counselors are extremely helpful.
EOPS is a great program that has really helped me
EOPS is a great program w/ wonderful staff members. Thank you for your support & academic values. :-)
EOPS is a great program with helpful staff.
EOPS is a great service & is helping me succeed! Thank you.
EOPS is amazing. I'm thankful for them being here to help me in everything I do. :-)
EOPS is awesome
EOPS is the best service you can ask for in helping you in school.
EOPS makes a huge difference in my life. The support is amazing!
EOPS service is amazing
Everyone is always kind/helpful!!
Everyone is amazing
Everyone is so kind and helpful!
Good counselor
Good job
Good service for the student
Great job! :-)
Great job. Keep up the good work. :-)
Great program
Great program!
Great Program. Thank you all!
Great service (n=2)
Great service, kind and communicative
Great staff
Great staff; helpful.
Great work you guys
Great, helpful people work here
It was very informative
Keep being amazing ladies!
Keep up the good work!
Keep up the good work. :-)
Keep up the great work! :-)
Love how everyone works w/ you
Love the way they all work with you
Nice service!
Really helpful and nice

(Table 5 Continues)

(Table 5 Continued)

Thank you :-)
Thank you all from me
Thank you for all the help & support. I really appreciate it!
Thank you for all your help. :-)
Thank you for all your support.
Thank you for caring for us students
Thank you for everything :-)
Thank you for the support! :-)
Thank you for this amazing opportunity :-)
Thank you guys for the support & help.
Thank you to everyone who helped me
Thank you very much! I truly appreciate what EOPS does
Thank you! THE BEST!!!
Thanks for all the help & support
Thanks for helping me
Thanks for your services.
Thanks!
The EOPS faculty is great
The workshops I've attended have all been helpful
They make me excited about school
They're kind to people & good service.
This program has been the most helpful program I've ever been a part of. Thank you.
Very friendly staff.
Very helpful and glad this program exists. Especially helpful for first time college students like me
Very helpful program :-)
Very informative
Without this program I would not be able to complete my education. I am very grateful for it.
You guys are awesome, thanks for everything
You guys are AWESOME!!
You guys rock!
You guys rock!!!
Areas for Improvement (n=3)
Lacking extra communication
Nice people, but they should have people in the front.
Too many holes in the system and lack of communication. My paperwork was lost multiple times and nothing happens quickly. Very difficult to work with and not very accommodating.
Miscellaneous/Questions (n=2)
I have a workshop on 11/14/17
They are so helpful. I always recommend EOPS to my close friends that need it. Also how does one apply for EOPS in the spring?
No Suggestions (n=10)
N/A (n=7)
No comments
None
None, happy; thanks.

Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at (909) 389-3331 or you may send an email to aaslanian@craftonhills.edu: RRN 1846 EOPS POS Survey Results – Fall 2017 - Final.docx; snPOS_EOPS_FA17.sav; EOPS Written Responses Data.xlsx