



Spring 2018 EOPS Point of Service Survey Results

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Purpose of Brief

This brief illustrates the results from the Spring 2018 EOPS service evaluations completed by 88 respondents.

Summary of Findings

- 24% of respondents visited EOPS to turn in a registration statement.
- 59% of respondents were attending a mandatory meeting with a counselor.
- 91% of respondents strongly agreed with the statement, **I would recommend this program to others.**
- 73% of respondents reported attending an EOPS workshop.
- 87% of respondents stated the workshop they attended was beneficial.
- Respondents suggested workshop topics on personal growth/self-care, job skills/career exploration, 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 Spring 2018 service evaluations completed by 88 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. Fifty-nine percent of respondents reported attending a mandatory meeting with a counselor, and 24% stated that they visited the EOPS office to schedule/reschedule an appointment.

Table I. Reasons for visit to EOPS office.

Reason	#	%
Apply for EOPS	1	1.5
Schedule/reschedule appointment	16	24.2
Pickup/drop off progress report	9	13.6
Sign up for a workshop	0	0.0
Book voucher	1	1.5
Mandatory meeting with counselor	39	59.1
Total	66	100.0

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

33 respondents provided additional comments/reasons for visiting the EOPS office. Sixty-four percent of respondents stated that they were visiting to turn in their registration statement. Below is a list of the responses provided:

- A meal ticket
- Appointment with a counselor
- Classes
- Classes and talked about moving class around
- Drop off workshop online
- Drop off registration statement (n=2)
- Drop off registration statements
- Dropped off registration statements for Fall and Summer
- FAFSA help; paperwork drop off
- I had a question about an email
- Meal ticket
- Pick up gas cards
- Progress report questions
- Registration statement (n=4)
- Registration statement drop off
- Registration statements (n=2)
- Return registration papers
- Statements
- Submitting registration statement
- Submitting registration statements
- Term dismissal; Financial Aid
- To ask about progress reports
- Turn in registration statement
- Turn in registration statements (n=2)
- Turn in registration statements and online workshops
- Turning in registration papers
- Turning in registration statements

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 99% of respondents agreeing or 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		Total
	#	%	#	%	#	%	#	%	
EOPS is a high quality service	78	88.6	9	10.2	0	0.0	1	1.1	88
EOPS is helping me reach my academic goals	79	89.8	8	9.1	0	0.0	1	1.1	88
I would recommend this program to others	80	90.9	7	8.0	0	0.0	1	1.1	88
Overall, I am satisfied with this service	75	85.2	12	13.6	0	0.0	1	1.1	88
The EOPS staff/counselor treated me with respect	79	89.8	8	9.1	0	0.0	1	1.1	88
The EOPS staff/counselor understood my needs	75	85.2	12	13.6	0	0.0	1	1.1	88
Overall, the EOPS staff/counselor was helpful	77	88.5	9	10.3	0	0.0	1	1.1	87

Table 3 indicates the self-reported attendance of respondents at EOPS workshops and whether those workshops were beneficial. Seventy-three percent of respondents reported attending an EOPS workshop. Of those respondents, 87% stated the workshop was beneficial.

Table 3. Attendance at and benefit of workshops.

Statement	Yes		No		N/A		Total
	#	%	#	%	#	%	
Have you attended an EOPS workshop?	64	72.7	24	27.3	0	0.0	88
If yes, was the workshop beneficial?	62	87.3	2	2.8	7	9.9	71

Note: Any missing responses were excluded from this table.

When asked to provide suggestions for workshop topics, 31 responses were recorded. The full list of comments is provided in Table 4. The respondents suggested the following workshops:

- **Personal growth/self-care** workshops (8) to help students deal with self-esteem and time management issues
- **Job seeking/career exploration** workshops (2) that include interviewing skills and career exploration
- **Academic assistance** workshops (4) which cover study skills and how to succeed in specific courses
- **Major-specific** workshops (5)
- **Transfer** workshops (2)

Table 4. Suggestions for Future Workshops

Personal Growth/Self Care (n=8)
Anger management or self-respect
Being in college and budgeting
Building self-esteem
Helping with my self-esteem was great!
More motivation/procrastination workshops
Schedule/time management
Stress-related workshops
Time management
Job Seeking/Career Exploration (n=2)
What to do - career after college
Work experience
Academic Assistance (n=4)
How to start a study group. How to talk to/approach your professor about grades
More workshops that cover a specific course subject like Spanish etc.
Speed reading basics
Test strategies
Time, money, learn how to study
Major Specific Workshops (n=5)
Anything having to do with Computer Science
Anything to do with Education
Liberal studies: elementary school (any info)
Medical fields
More counseling or stuff with my major (Math and Computer Science)
Transfer (n=2)
Transferring info. Procrastination (I think I missed that)
Transferring to a private school
Vague or Miscellaneous Comments (n=8)
Always with new information and techniques
I really do need an education!
Interviews
Intuition
More workshops or better online options for those with busy schedules
Online guide/online classes
Recommend that all students who are going to school for Nursing take the Lunch with a Nurse workshop!
Research

When asked to provide additional comments, 35 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 (28) while the remainder focused on possible suggestions for improvement (5) and a miscellaneous comment (1).

Table 5. Additional Comments

Compliments (n=29)
All staff is very friendly and willing to help! I am very happy with this program :)
Awesome program and the staff is always helpful
EOPS is the best program. Thank you for all the help you give to us
Everyone is super nice!
Everyone is very helpful
Everything is great
Helpful and understanding
I love EOPS
I really appreciate this program and the availability and privilege of receiving meal tickets. Thank you!
Love the book grants!
Love this program!
May the Lord bless you all
My college experience has been less stressful because of EOPS. Thank you so much!
Thank you for all the help! :)
Thank you for all your help!
Thank you for everything
Thank you for getting my schedule on track to graduate! Thank you for all the guidance!
Thank you!
Thanks for the support
Thanks for your hard work :)
The EOPS program is a blessing. The workers are prime examples of courtesy and helpfulness
The services at EOPS - Crafton Hills College are really beneficial because it provides information about college
They are absolutely great, especially [Name]
They have really helped stay in track of my success
Very helpful staff and service
Very helpful! Keeps me on track with everything!
You guys are GREAT!
You guys are awesome! Thanks
[Name] is amazing at her job
Areas for Improvement (n=5)
Appointments have been difficult. Everyone is very helpful
Have more days and hours for workshops
I can't believe it took ten minutes just to get a form that could of been handed to me. It was on the front desk agent's desk, yet I had to wait that long. This program is detrimental to student success. I would never recommend it to fellow students. Your front desk is rude and you make it the most difficult process. Disappointed in CHC EOPS program
I don't like the new progress report system. As a student, I want my progress report to be my responsibility, not my teacher's
Possibly ask some students to see the mental health counselor or make it mandatory. Some may think about it, but they might need an extra push to do it
Miscellaneous (n=1)
Doing an online workshop