



EOPS POS Results Spring 2012

Overview: In the spring of 2012, 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 satisfaction with 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 students to suggest additional workshop topics and to provide any additional comments.

Sample: From March 23, 2012 through April 6, 2012, the one-page Service Evaluation was given to all students visiting the EOPS office. In total, 72 surveys were collected, and the results of those responses 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 way to know if the same student completed the survey more than once.

Findings: Table 1 is a compilation of the reasons students identified for visiting the EOPS office. There were 69 responses collected from the 72 surveys. Respondents were most likely to visit the EOPS office for the following reasons: for a mandatory meeting with a counselor (61%) or to pick up or drop off their progress report (23%).

Table 1: What was the reason for your visit?	N	%
Mandatory meeting with counselor	42	60.9
Pick up or drop off progress report	16	23.2
Schedule/Reschedule an appointment	9	13.0
Book voucher	1	1.4
Sign up for a workshop	1	1.4
Total	69	100

In addition to the responses to the multiple-choice question, nine respondents wrote in an additional or alternate reason for visiting the EOPS office. Two of the respondents indicated that they were turning in attendance sheets. The other seven respondents each listed one of the following reasons: "award paper," "bug the EOPS staff," "grad packet info/question," "help with new email," "progress report," "question," "to discuss my CARE services."

Table 2 identifies the responses to questions grouped under two themes: satisfaction with the level of service and satisfaction with the program staffing, followed by the number and percentage of students who agreed/disagreed with each statement.

As illustrated in Table 2, students possess strongly positive perceptions of the various aspects of the EOPS program. In examining specific aspects of services provided by this program, all of the students agreed or strongly agreed that the program has helped them meet their educational goals (100%); they would recommend EOPS to others (100%); EOPS is a high quality service (100%); and they are satisfied with the program (100%).

Program staffing is also rated favorably. In particular, students perceive the staff members to be respectful (100%), helpful (100%), and understanding of their needs (100%). There are no apparent student concerns regarding program service or staffing.

Table 2: To what extent do you agree or disagree with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
Satisfaction with the EOPS level of service								
This is a high quality service	61	84.7	11	15.3	0	0.0	0	0.0
This program is helping me reach my academic goals	62	86.1	10	13.9	0	0.0	0	0.0
I would recommend this program to others	62	86.1	10	13.9	0	0.0	0	0.0
Overall, I am satisfied with this service	61	84.7	11	15.3	0	0.0	0	0.0
Satisfaction with the EOPS staff								
The EOPS staff/counselor treated me with respect	63	87.5	9	12.5	0	0.0	0	0.0
The EOPS staff/counselor understood my needs	62	86.1	10	13.9	0	0.0	0	0.0
Overall, the EOPS staff/counselor was helpful	63	87.5	9	12.5	0	0.0	0	0.0

Table 3 is related to the attendance and perceived value of the EOPS workshops. Over two-thirds of the respondents (72%) indicated that they had attended an EOPS workshop. Additionally, 60% agreed that the EOPS workshop that they attended was beneficial.

Table 3: Attendance and perceived value of EOPS workshops	Yes		No		Not Applicable	
	N	%	N	%	N	%
Have you attended an EOP&S workshop?	52	72.2	20	27.8	0	0.0
Was the EOP&S workshop beneficial?	43	59.7	1	1.4	4	5.6

Many of the themes identified by respondents as suggestions for workshop topics of interest overlapped. In Table 4, those topics were grouped together to clarify the most frequent areas of interest. For example, transfer was identified by eight respondents as a possible workshop topic. Within those eight responses, there were some students who identified particular schools they are interested in obtaining information about transferring to. Those schools are listed as a subgroup under the topic.

In total, 35 surveys (48.6%) included suggested topics for future EOPS workshops. Of those 35 surveys, respondents were more likely to suggest workshop topics which related to help with studying (46%), transfer (23%), and career exploration (23%).

Table 4: Future Workshop Topic Suggestions

• Transfer (8) Loma Linda	Cal State	
• Discipline-specific study help (5) Writing (3)	Science	Math
• Money management		
• Finding a job		
• Career/Educational opportunities and exploration (8) Medical Field (3)	Law enforcement (2)	Teaching
• General study skills (11) Educational plan/choosing courses (3) Balancing school and social life Getting better grades	Time management (2) Study tips Note taking	Procrastination Test-taking skills
• True Colors (3)		
• Child Care		

When given the opportunity to leave additional comments, 46 students chose to do so (64%). The majority of comments were of a positive nature. The following is a complete list of remarks:

- A great program ever since I signed. They understand my needs and goals to reach what I want to do in life.
- A very helpful program
- Awesome program
- Awesome staff
- EOPS has been very helpful, they always encourage me to do my best! I am very thankful for this program.
- EOPS is a good thing
- EOPS is a very good program and I suggest it for anyone that can receive it.
- EOPS is Great!
- Great job
- Great job here
- Great program
- Great service, great people, they really care about my education
- I appreciate this program and what it has done for me. Priority registration and help buying books. Staff are extremely friendly as well.
- I have a full schedule and work. I have had to miss class and take time off work to attend workshops.
- I have been motivated to exceed my goals, and I am always treated with respect and courtesy.
- I love EOPS!
- I'd truly be lost without EOPS and my counselor.
- Leniency on progress reports turned in late
- Love it!
- Staff is very friendly and helpful
- Thank you for all of your help and support
- Thanks for all the help, very structured
- Thanks for everything!
- The staff is amazing, and they try to be very helpful to my needs.
- This program has helped me buy my books, which is extremely helpful, especially with my families and my struggles.