



College of the Redwoods
**EOPS End-of-Semester
Survey Report**

Spring 2010

This Report Provided By
The Office of Institutional Research

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Introduction

The EOPS End-of-Semester Survey (EOPS Survey) was constructed to measure EOPS students' satisfaction with EOPS programs and services.

EOPS Overview

Extended Opportunity Program and Services (EOPS) was established in 1969 as a social reform program of the California Community Colleges. The program's initiating legislation, Senate Bill 164, encouraged the state's community colleges to develop programs and services to meet the unique educational needs of "students handicapped by language, social, and economic disadvantages;" programs and services "over, above, and in addition to" the regular educational programs of the college.

The purpose of these services was to promote the growth and development of students as individuals and their successful participation in college life. The College of the Redwoods EOPS program began in 1969-70, the same year as the CSU system's EOP and the Cal Grant B financial aid program. It originally was an extension of the college's Financial Aid Office and has grown from serving 60-70 students in 1974-75 to over 1000 students today.

The mission of the EOPS Program at College of the Redwoods is:

- To increase the number the number and percentage of students enrolled in community colleges who are affected by language, social, and economic disadvantages, consistent with state and local matriculation policies.
- To increase the number and percentage of EOPS students who successfully complete their chosen educational objectives.
- To increase the number and percentage of EOPS students who are successfully placed into career employment.
- To increase the number and percentage of EOPS students who transfer to four year institutions following completion of the related educational programs at community colleges.
- To strive to assist community colleges to meet student and employee affirmative action objectives.
- To improve the delivery of programs and services to the disadvantaged.

Survey Administration

The EOPS Survey was administered using convenience sampling. EOPS staff distributed surveys to students who participated in drop-in end-of-semester workshops during the Spring 2010 semester. Surveys were distributed to all students who participated in the workshops and respondents turned them in at the conclusion of the workshop. The 2010 EOPS Survey resulted in 138 responses.



Findings

EOPS Program Services

Respondents were asked to indicate their satisfaction with six categories focusing on EOPS services: overall EOPS program services, EOPS orientation, book voucher service, priority registration, counseling/advising services, and counselor availability.






Over a quarter of respondents (76.5%) indicated that the overall EOPS program services were excellent (see Table 1). Over twenty percent of respondents (21.3%) indicated that the overall EOPS program services were good. A small percentage of respondents indicated that the overall EOPS program services were either average (1.5%) or fair (0.7%). No respondents indicated that the overall EOPS program services were poor.

Table 1: Overall EOPS Program Services

Excellent	76.5%	
Good	21.3%	
Average	1.5%	
Fair	0.7%	
Poor	0.0%	







As shown in Table 2, over sixty percent of the respondents (62.5%) indicated that the EOPS orientation was excellent with nearly a quarter of respondents (23.5%) indicating the EOPS orientation was good. Seven percent of respondents (7.4%) indicated that the EOPS orientation was average. A small percentage of respondents indicated that the EOPS orientation was fair (1.5%) or poor (0.7%).

Table 2: EOPS Orientation

Excellent	62.5%	
Good	23.5%	
Average	7.4%	
Fair	1.5%	
Poor	0.7%	





Nearly a quarter of the respondents (74.8%) indicated that the book voucher service was excellent (see Table 3 on the following page). Twelve percent of respondents (12.6%) indicated that the book voucher service was good. Nearly six percent of respondents (5.9%) indicated the book voucher was average. Small percentages of respondents indicated that the book voucher service was fair (1.5%) or poor (1.5%). Three percent of respondents (3.7%) indicated that the book voucher service was not applicable (N/A).

Table 3: Book Voucher Service

Excellent	74.8%	
Good	12.6%	
Average	5.9%	
Fair	1.5%	
Poor	1.5%	
N/A	3.7%	

The majority of respondents (84.6%) indicated that priority registration was an excellent service with nearly twelve percent (11.8%) indicated the service was good (see Table 4). Almost three percent of respondents (2.9%) indicated that priority registration was an average service while less than one percent of respondents (0.7%) indicated the service was fair. No respondents indicated that priority registration was a poor service.

Table 4: Priority Registration

Excellent	84.6%	
Good	11.8%	
Average	2.9%	
Fair	0.7%	
Poor	0.0%	






Over seventy percent of respondents (72.1%) indicated that the counseling/advising services were excellent (as shown in Table 5). Twenty-two percent of respondents (22.8%) indicated that the counseling/advising services were good. A small percentage of respondents (2.9%) indicated that the counseling/advising services were average while only two percent of respondents (2.2%) indicated that the service was fair. No respondents indicated the counseling/advising services were poor.

Table 5: Counseling/Advising Services

Excellent	72.1%	
Good	22.8%	
Average	2.9%	
Fair	2.2%	
Poor	0.0%	

As shown in Table 6 on the following page, sixty-five percent of respondents (65.4%) indicated that counselor availability was excellent with over a quarter (26.5%) indicated that counselor availability was good. Four percent of respondents (4.4%) indicated that counselor availability was average. A small percentage of respondents indicated that counselor availability was fair (1.5%) or poor (0.7%)

Table 6: Counselor Availability

Excellent	65.4%	
Good	26.5%	
Average	4.4%	
Fair	1.5%	
Poor	0.7%	

EOPS Planning Assistance







The majority of respondents (91.9%) indicated that they had completed/updated a Student Education Plan (SEP) with a counselor during the semester (see Table 7). Eight percent of respondents (8.1%) indicated that they had not completed/updated a Student Education Plan (SEP) with a counselor during the semester.

Table 7: Completed/Updated SEP

Yes	91.9%	
No	8.1%	

Over forty-five percent of respondents (46.6%) indicated that they had been on the EOPS program for two semesters. The next largest number of respondents (17.3%) had been on the EOPS program for one semester while approximately fifteen percent (15.8%) had been on the EOPS program for three semesters and fourteen percent (14.3%) for four semesters. Smaller percentages of respondents indicated having been on the EOPS program for six semesters (4.5%) and five semesters (1.5%).

Table 8: Semester on the EOPS Program

One	17.3%	
Two	46.6%	
Three	15.8%	
Four	14.3%	
Five	1.5%	
Six	4.5%	

Over three-quarters of the respondents (77.4%) indicated they were always provided accurate information regarding EOPS/CARE services when they called or visited the office (see Table 9). Nineteen percent of respondents (19.0%) indicated they received accurate information most of the time. A small percentage of respondents (3.6%) indicated they were sometimes provided accurate information while no respondents indicated they were never provided accurate information.

Table 9: Provided Accurate Information by EOPS






Always	77.4%	
Most of the time	19.0%	
Sometimes	3.6%	
Never	0.0%	

EOPS Workshops

Respondents were asked to indicate their reasons for attending the Registration Workshop. Respondents were given four choices from which to choose (receive a required contact, get help with WebAdvisor, register for summer and/or fall classes, and receive academic advising) and/or they could indicate a different reason in a section that allowed for “other” responses.

When asked their reasons for attending the Registration Workshop, the majority of respondents (89.9%) indicated one of the reasons as registering for classes as seen in Table 10. Close to half of the respondents (48.6%) indicated a reason for attending the Registration Workshop was to receive a required contact. Twenty-three percent of respondents (23.2%) chose to attend the workshop in order to receive academic advising while sixteen percent (16.7%) attended in order to get help with WebAdvisor. Five percent of respondents (5.1%) indicated a reason not listed as why they attended the workshop. The most common response for those respondents who listed a reason not listed as their reason for attending the workshop was focused on getting advice about programs, scheduling conflict and courses.

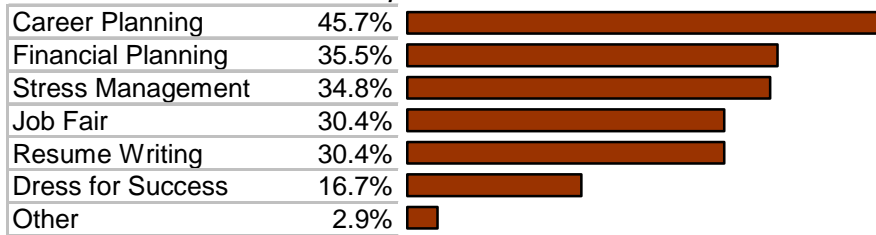
Table 10: Reason for Registration Workshop Attendance

Register for classes	89.9%	
Receive a required contact	48.6%	
Receive academic advising	23.2%	
Get help with WebAdvisor	16.7%	
Other	5.1%	

Respondents were asked to indicate their interest in attending future EOPS/CARE workshops. Respondents were given six choices from which to choose (stress management, career planning, resume writing, dress for success, financial planning and job fair) and/or they could indicate a different reason in a section that allowed for “other” responses.

As displayed in Table 11 on the following page, when asked which future EOPS/CARE workshops they would be interested in attending, forty-five percent of respondents (45.7%) indicated interest in a workshop on career planning. Many respondents (ranging from 30-35%) indicated interest in workshops focused on financial planning, stress management, job fair, and resume writing. Less interest was indicated for a workshop on dressing for success (16.7% of respondents) and only a small number of respondents (2.9%) had other suggestions for a workshop. The other suggestions included recommendations for workshops on time management and anger management.

Table 11: Future Workshops of Interest



Nearly half of all respondents (49.3%) indicated the preferred time for future workshops would be in the afternoon (as shown in Table 12). The next highest percentage of respondents (37.0%) indicated the preferred time for future workshops would be in the morning. Smaller percentages of respondents indicated a preference for future workshops to be in the evening and weekend (19.6% and 18.8% respectively).

Table 12: Preferred Time for Future Workshops



Qualitative Comments

Respondents were asked to supply open-ended answers to three items. Their responses follow:

5. How can we improve EOPS/CARE services?

Already Great/Not Applicable (49)

- As of this time, there is nothing I can think of that EOPS needs to improve.
- By keep on keepin' on!!
- Doing a great job! Wouldn't change a thing.
- Doing a great job.
- Doing good!
- Dunno.
- EOPS has fulfilled my educational needs so far and I see no subject to improve on.
- EOPS/CARE has done a splendid job for me the past two semesters. I don't see anything that needs improvement; just keep up the good work.
- Everything is good.
- Everything is great.
- Everything is well.
- Everything's good!
- First experience but so far so good!
- Good job so far.
- Great program.
- Great service.
- Honestly, I think the EOPS/CARE service is great so far. Sorry I don't know how the services could improve.
- I can't think of anything right now. I like it!
- I think this is already a great service.
- I think you are doing a great job!
- I'm not sure; you're doing pretty well.
- It's fine.
- It's good.
- Just always be as helpful as you guys are.
- Keep doin' what you are doin'.
- Keep doing what you do.
- Keep doing what you're doing!
- Keep doing what you're doing.
- Keep on doing what you're doing.
- N./A.
- N.A.

- N/A
- N/A.
- No comments.
- No need.
- No, everything's fine.
- Not much.
- Not sure, it runs pretty well as is!
- Not sure, never had a problem with EOPS.
- Not sure.
- Nothing, I am very satisfied with my counselor and student plan.
- Stay the way you are! Although, I miss the bus passes given free for city busses.
- They are fine.
- You are fine.
- You guys are already awesome, I don't know what to say.
- You guys are doing great!
- You have always been helpful to me.
- You people have it down. I just appreciate what you do for me.
- You're great.

Book Vouchers (7)

- Bigger book voucher amount and pay for parking permit again.
- Book vouchers.
- Give more book vouchers.
- Give students book vouchers longer.
- Help with book vouchers better.
- Larger book vouchers would be nice.
- The book voucher covering more books would be nice.

Bus Passes (7)

- Bring student bus passes back.
- Bus passes--we need them.
- Free bus passes would be nice.
- Get us a free bus pass somehow.
- More free stuff. A free bus pass would be nice.
- Stay the way you are! Although, I miss the bus passes given free for city busses.
- The free bus pass service.

Budget (6)

- Don't lower their budget.

- Find more funding (somewhere over the rainbow).
- Get better funding.
- I think it works well, some of the problems are with the budget cuts so we can't really do a lot about that.
- Only extra money from the government could help.
- Stretch a dime into a dollar. Without better funding there is little you can do that you're not already doing.

Other (13)

- Extend the time allowed.
- Allow students to use EOPS services longer than 6 semesters.
- Make sure the students are clear about who they need to see for their counseling/advising requirements.
- Make the counselors more available.
- Possibly send an email to notify if a contact is needed.
- Allow students to get earlier pre-registration.
- During priority registration, have all the computers working would be nice.
- Everyone at the office is super nice and willing to help! There's not a lot to improve the program; maybe get student workers back!
- Give Marcy some candy.
- I would like to know where to get a backpack.
- I'm not sure how this could be implemented, but I am a single mom, my two-year old son receives social security disability in an amount too high for us to be eligible for cash aid and I have not income except for food stamps of my own and could use the grant money that is available to single moms only it requires that I receive cash aid--what do I do? What can EOPS do?
- It's not what you say, it's how you say it. Some people in there are rude and don't make me feel welcome.
- Learn more about the veterans program.

6. What do you like the most about the EOPS/CARE program?

Staff/Assistance (90)

- All of it!
- All the help that's available.
- All the help!
- Attitude and proficiency of the staff and peer mentor.
- Being able to talk to Lisa about anything and not being judged.

- Counseling and registration.
- Counseling, voucher, priority registration--all of it.
- Counseling.
- Counseling/advising.
- Counselors are very helpful with developing a student education plan.
- Encouragement, understanding, availability.
- EOPS counselors/workers give me positive feelings and are always friendly.
- Everybody here loves their job!
- Everyone is very helpful and good at explaining things.
- Everything; this program has been very helpful.
- Everything.
- Friendly advisors.
- Getting counseling and book voucher service.
- Gives you a chance to get help in choosing courses and planning out SEP.
- Good information.
- Help provided.
- Help with education goals/book vouchers awesome counselors.
- Helpful, supportive information.
- Helps me make sure I'm on track and book vouchers.
- How easy it is.
- How friendly and helpful everyone is there and how the program helps to keep me on track with my educational goals.
- How the staff is concerned with my questions and the counselors attitude.
- I appreciate how friendly and helpful everyone is.
- I don't know yet but I like most of it right now.
- I like how everyone who works there enjoys doing their job and helping students.
- I like how helpful they are.
- I like the great counselors and priority registration and the book voucher.
- I love that there is always someone there to provide me with guidance and the financial help is great.
- Individual counseling.
- It helps me sign up for classes. I really appreciate the help.
- Lots of personal attention and help.
- People are friendly.
- Seeing familiar faces and having the connection with a few people who know me from the beginning of my schooling career at CR.
- Support.
- That they can help you with everything you need help with.
- That they listen to my questions and help me well.
- That they really care!

- That you guys give guidance and are here to help out.
- The amount of help available.
- The care.
- The caring, helpful staff.
- The counseling contact.
- The counselor's that help with the education plan.
- The counselors help me plan my schedule to make sure I get the classes I need.
- The counselors.
- The friendly environment.
- The help (in general).
- The help and dedication.
- The help and support.
- The help everyone provides.
- The help I get and the book voucher.
- The help of finding out different types of classes and learning the difficulty.
- The help with getting my classes.
- The help with scheduling, free supplies and book vouchers.
- The help.
- The helpfulness of staff as well as the information given.
- The helpfulness.
- The kindness and understanding of the staff. Sensitive to my needs and they do not make me feel stupid.
- The on-campus help; the way the staff care about your education as an individual.
- The people and help.
- The people are helpful and always friendly.
- The people in the office are always willing to help! If they don't have an answer they'll do their best to find it.
- The polite and good senses of humor everyone has.
- The people that actually care about helping you. The financial help as well!!!!
- The positive-helping attitude!
- The priorities; Lisa the counselor!
- The staff is friendly and helpful.
- The staff! They really go the extra mile! Go EOPS staff! You rock!!!
- The staff.
- The support we are given to succeed.
- The support.
- The supportive, kind people that help and how much they have helped my experience be awesome.
- The understanding.
- Their consideration.

- The polite, knowledgeable people.
- They are always very caring, helpful and help students feel comfortable.
- They make things much easier by explaining classes and majors.
- They really help you navigate school courses and a lot of help with being able to pay for school.
- They're caring.
- Well, what I like about the EOPS/CARE service is that they help you with advising services, book voucher service and prepare for registration.
- What I like the most about EOPS is the friendly counselors and staff like Lisa!
- Willingness to help.
- You get your questions answered.
- You help with my book and I can counsel with my DSPS counselor.
- You seem to really care.

Resources (26)

- Advising, priority registration and book voucher.
- Being able to sign up for classes first.
- Book bags and parking vouchers.
- Book voucher and priority registration.
- Book voucher.
- Book vouchers and counseling.
- Book vouchers.
- Book vouchers/help planning my education.
- Free backpacks, the bus pass, priority registration.
- I like priority registration, information, and especially the counseling/advising.
- I like priority registration, SEP, and book vouchers.
- I personally like the help with money to get the books and supplies you need.
- It helps me sign up for classes. I really appreciate the help.
- Priority registration and book voucher.
- Priority registration, book vouchers.
- Priority registration, counseling.
- Priority registration, student education plan.
- Priority registration.
- Resources.
- Signing up for classes ahead.
- The book vouchers.
- The first priority registration and the student services.
- The priority registration and book voucher.
- The SEP!
- Vouchers.

- Well, what I like about the EOPS/CARE service is that they help you with advising services, book voucher service and prepare for registration.

10. Other Comments

Appreciation (30)

- EOPS has done an excellent job so far. I appreciate all the help I've been given. Thank you.
- EOPS helps me so much!
- Great program.
- I always enjoy the help.
- I am never scared to ask a questions that I may feel uncomfortable to ask.
- I couldn't have done it without your help.
- I dread not having EOPS care after the fall semester. Everyone in EOPS has been 100% grade A.
- I have really enjoyed all the people and help I have received at EOPS.
- I love EOPS! They have given me the strength to believe and succeed.
- I think this was great. Thanks Marci.
- It's a great program and I really appreciated to be part of it.
- Keep up the hard work! The program is awesome and I appreciate everything that I receive assistance for!!
- Love you guys!
- Overall, I like everything about the EOPS program. I get lots of help from the counselors which is very helpful.
- Really helpful and great services makes college a lot more manageable.
- So far I love college and it's only been my first year. I'll look forward to do my best with support from EOPS and other services. See you next year.
- Thank God for EOPS.
- Thank you all for the help. It is greatly appreciated.
- Thank you for being so helpful!
- Thank you for everything.
- Thank you guys for all your hard work.
- Thank you!
- Thank you.
- Thanks for all the help!
- Thanks for the great help.
- Thanks for the support!
- Thanks!
- The counselors are so wonderful; it's nice to be remembered too! Thanks Lisa!

- Think the programs great.
- You guys are great! I don't know if I would have made it without EOPS!

Other (11)

- I love EOPS. Wish extras carried over longer (book vouchers) and CalWorks wasn't the only way to get more help. I also wish the linked community learning classes were conducive to the child development (preschool) hours of 4:45pm.
- Overall, I feel like I am in good hands with my student plan and know that if I need any help dealing with school, I will get that help. Being an older student it's nice to not feel out of place.
- I have no computer at home with internet access, do not know how to research scholarships and wouldn't have a clue how to write an essay for one...I defaulted on a student loan fifteen years ago and am not eligible for financial aid now and badly need it or something to help me be able to continue my education--help!
- They severely cut classes. The history class I needed/wanted is unavailable. Not happy. Thanks for the help as always however.
- Be excellent to each other.
- Depends on child care for #9.
- School is cool. Stay in school.
- Whatever works with my schedule.
- Any time that is convenient. I really hate the fact that four units cannot get you a monthly bus pass. CR/EOPS is losing money
- I have classes five days a week and I am only free MWF evenings and or weekends.
- I'm not sure what time of day I would be interested in because I haven't set up my fall schedule.

Frequencies

1. Please rate your satisfaction with the following EOPS Services.

1a. Overall EOPS Program Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	104	75.4	76.5	76.5
	Good	29	21.0	21.3	97.8
	Average	2	1.4	1.5	99.3
	Fair	1	.7	.7	100.0
	Total	136	98.6	100.0	
Missing	99	2	1.4		
Total		138	100.0		

1b. EOPS Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	85	61.6	62.5	62.5
	Good	32	23.2	23.5	86.0
	Average	10	7.2	7.4	93.4
	Fair	2	1.4	1.5	94.9
	Poor	1	.7	.7	95.6
	Not Applicable	6	4.3	4.4	100.0
	Total	136	98.6	100.0	
Missing	99	2	1.4		
Total		138	100.0		

1c. Book Voucher Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	101	73.2	74.8	74.8
	Good	17	12.3	12.6	87.4
	Average	8	5.8	5.9	93.3
	Fair	2	1.4	1.5	94.8
	Poor	2	1.4	1.5	96.3
	Not Applicable	5	3.6	3.7	100.0
	Total	135	97.8	100.0	
Missing	99	3	2.2		
Total		138	100.0		

1d. Priority Registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	115	83.3	84.6	84.6
	Good	16	11.6	11.8	96.4
	Average	4	2.9	2.9	99.3
	Fair	1	.7	.7	100.0
	Total	136	98.6	100.0	
Missing	99	2	1.4		
Total		138	100.0		

1e. Counseling/Advising Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	98	71.0	72.1	72.1
	Good	31	22.5	22.8	94.9
	Average	4	2.9	2.9	97.8
	Fair	3	2.2	2.2	100.0
	Total	136	98.6	100.0	
Missing	99	2	1.4		
Total		138	100.0		

1f. Counselor Availability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	89	64.5	65.4	65.4
	Good	36	26.1	26.5	91.9
	Average	6	4.3	4.4	96.3
	Fair	2	1.4	1.5	97.8
	Poor	1	.7	.7	98.5
	Not Applicable	2	1.4	1.5	100.0
	Total	136	98.6	100.0	
Missing	99	2	1.4		
Total		138	100.0		

2. Have you completed/updated a Student Education Plan (SEP) with a counselor this semester?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	124	89.9	91.9	91.9
	No	11	8.0	8.1	100.0
	Total	135	97.8	100.0	
Missing	99	3	2.2		
Total		138	100.0		

3. How many semesters have you been on the EOPS program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	One semester	23	16.7	17.3	17.3
	Two semesters	62	44.9	46.6	63.9
	Three semesters	21	15.2	15.8	79.7
	Four semesters	19	13.8	14.3	94.0
	Five semesters	2	1.4	1.5	95.5
	Six semesters	6	4.3	4.5	100.0
	Total	133	96.4	100.0	
Missing	99	5	3.6		
Total		138	100.0		

4. Are you always provided accurate information regarding EOPS/CARE services when you call or visit the office?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	106	76.8	77.4	77.4
	Most of the time	26	18.8	19.0	96.4
	Sometimes	5	3.6	3.6	100.0
	Total	137	99.3	100.0	
Missing	99	1	.7		
Total		138	100.0		

7. Why did you attend the Registration Workshop today? (check all that apply)

		Frequency	Percent	Valid Percent	
Valid	Receive a required contact	67	48.6	48.6	
	Get help with WebAdvisor	23	16.7	16.7	
	Register for summer and/or fall classes	124	89.9	89.9	
	Receive academic advising	32	23.2	23.2	
	Other	7	5.1	5.1	
	Total	138	100.0	100.0	

7a. "Other" Reasons

Just because.

Missed appointment.

Questions about a program.

Schedule conflicts

Talk with counselor.

The reason why I came today is because I get help and I don't have to worry about getting stuck on something.

To find out which math lab section is compatible with Math 30.

8. Which future EOPS/CARE workshops would you be interested in attending?

		Frequency	Percent	Valid Percent	
Valid	Stress Management	48	34.8	34.8	
	Career Planning	63	45.7	45.7	
	Resume Writing	42	30.4	30.4	
	Dress for Success	23	16.7	16.7	
	Financial Planning	49	35.5	35.5	
	Job Fair	42	30.4	30.4	
	Other	4	2.9	2.9	

8a. "Other" Reasons

Anger management

Not sure

Not sure.

Time management.

9. Which time would you be most likely to attend a workshop?

		Frequency	Percent	Valid Percent	
Valid	Morning	51	37.0	37.0	
	Afternoon	68	49.3	49.3	
	Evening	27	19.6	19.6	
	Weekend	26	18.8	18.8	