



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

Fall 2011

This Report Provided By
The Office of Institutional Research

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 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.

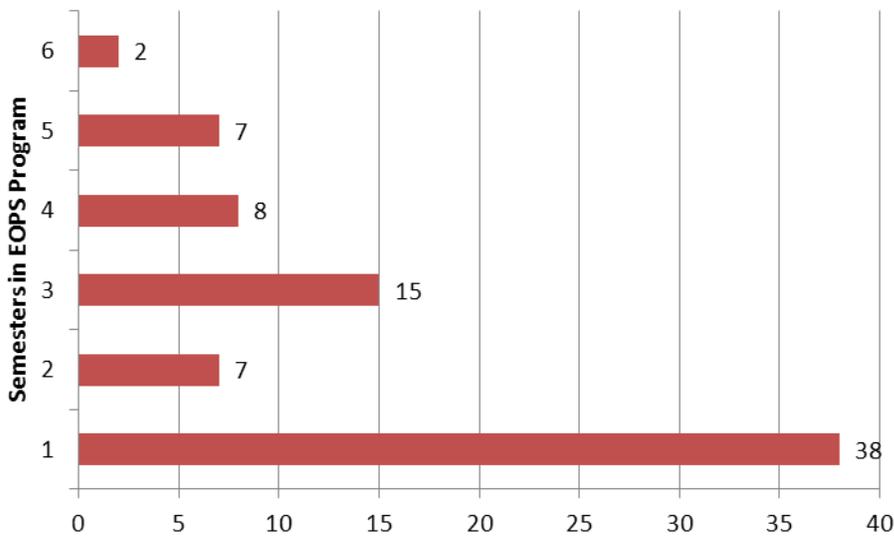
Survey Administration

The EOPS Survey was administered using convenience sampling. EOPS staff distributed surveys to students who participated in drop-in, end-of-semester, registration workshops during the fall 2011 semester. Surveys were distributed to all students who participated in the workshops and respondents turned them in as they completed registration for the spring 2012 semester. The 2011 EOPS Survey resulted in 88 responses.

Findings

Nearly fifty percent of respondents (49.4%) indicated that they had been on the EOPS program for one semester. The next largest number of respondents (19.5%) had been on the EOPS program for three semesters. This variable was used to compare the responses of students new to the program to those with more experience.

Table 8: Semester on the EOPS Program

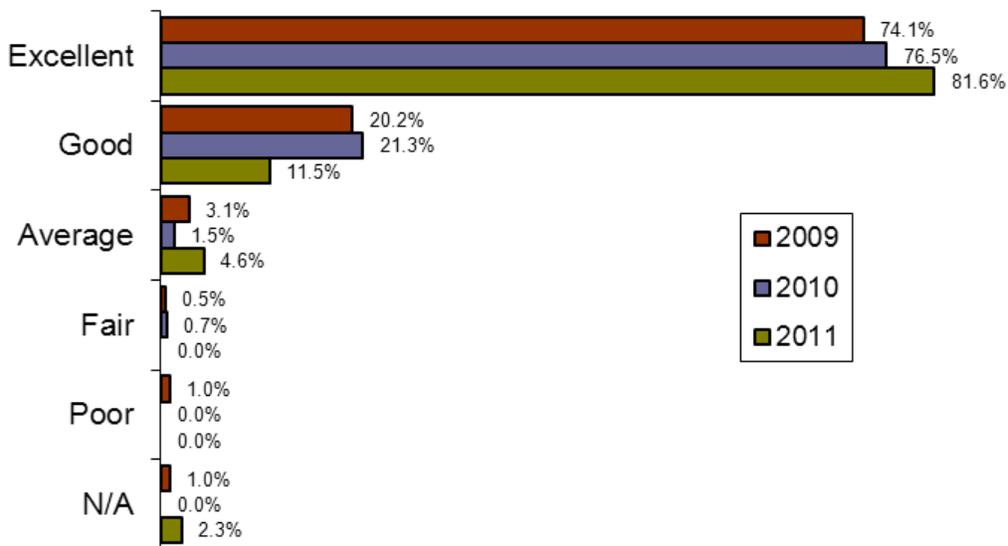


EOPS Program Services

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.

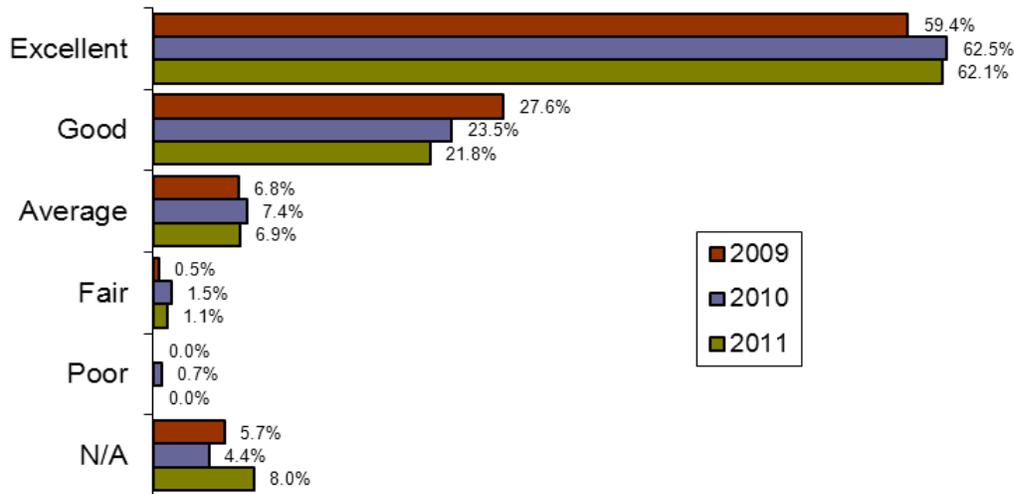
Over eighty percent of the 2011 respondents (81.6%) indicated that the overall EOPS program services were excellent (see Table 1). Although *average* ratings grew to 4.6%, no students gave fair or poor ratings, and the number of excellent responses has grown each year since 2009.

Table 1: Overall EOPS Program Services



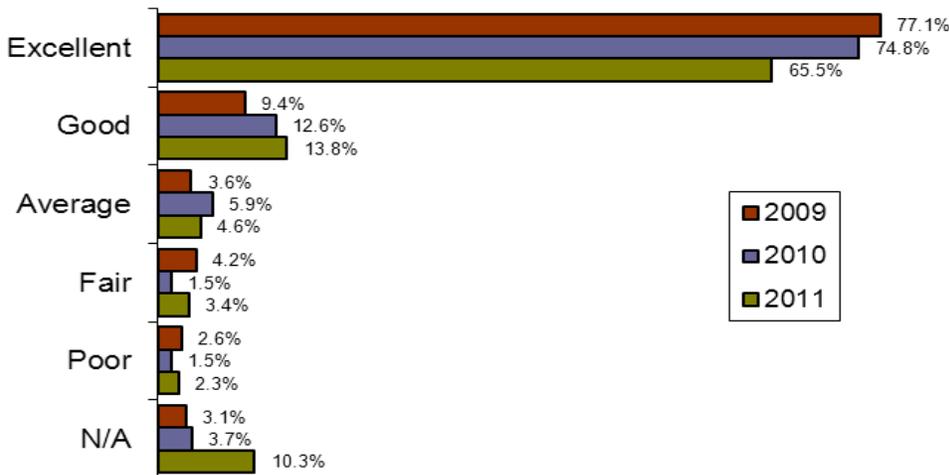
As shown in Table 2, over eighty percent of students responded that the orientation was either excellent (62.1%) or good (21.8%). Note that the frequency of N/A responses increased in 2011, indicating that a smaller proportion of students attended the orientation than in past years.

Table 2: EOPS Orientation



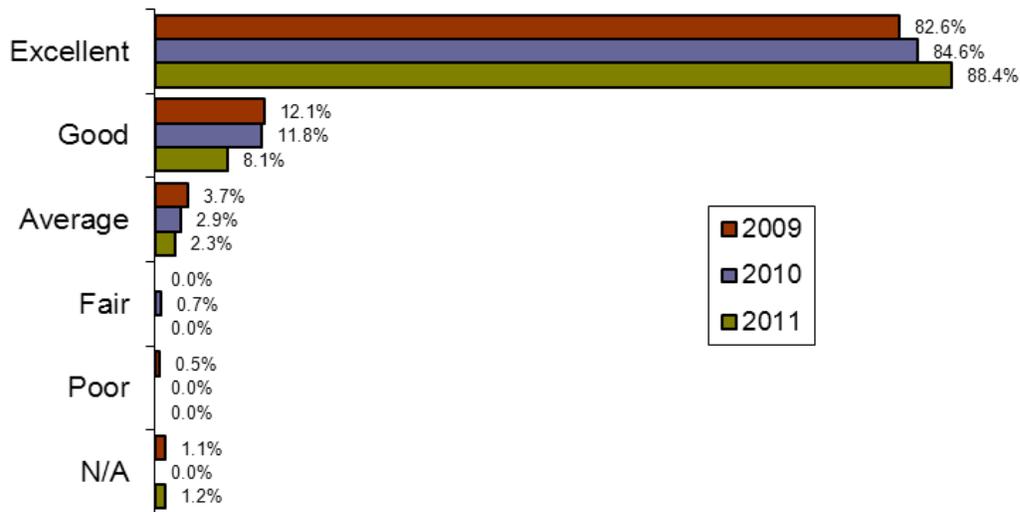
The proportion of N/A responses also increased for the Book Voucher Service, indicating that fewer participants received the voucher than in past years. The percent of excellent ratings declined in 2011. This is probably due to increased N/A responses, many of which would likely have been excellent, as well as a small increase in good responses. This was the only question that differed for those new to the program (one semester) vs. those with multiple semesters. Multiple semester participants gave significantly lower ratings than those with a single semester.

Table 3: Book Voucher Service



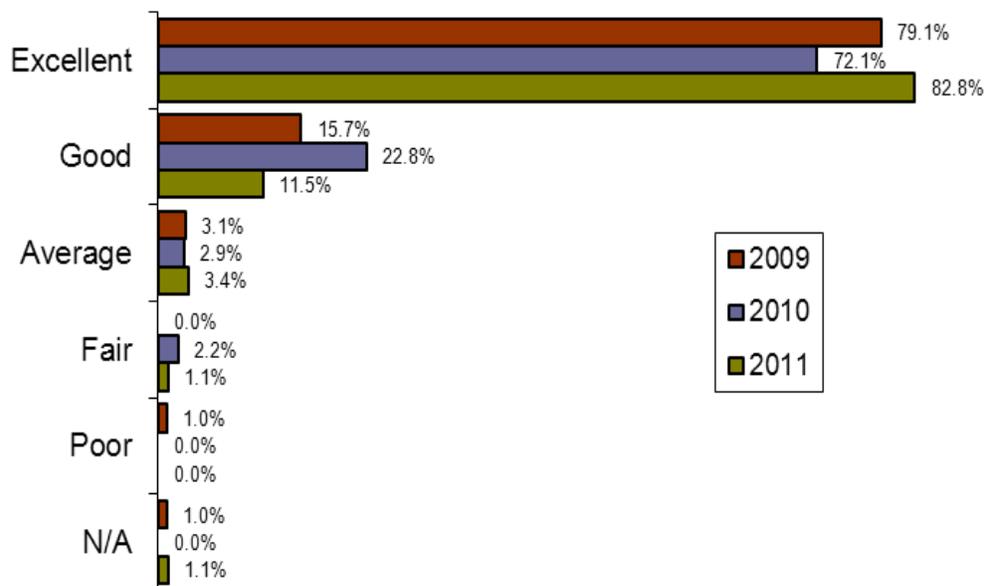
The majority of respondents indicated that priority registration was an excellent (88.4%) or good (8.1%) service (see Table 4). No students rated the service fair or poor, and very few gave an average rating.

Table 4: Priority Registration



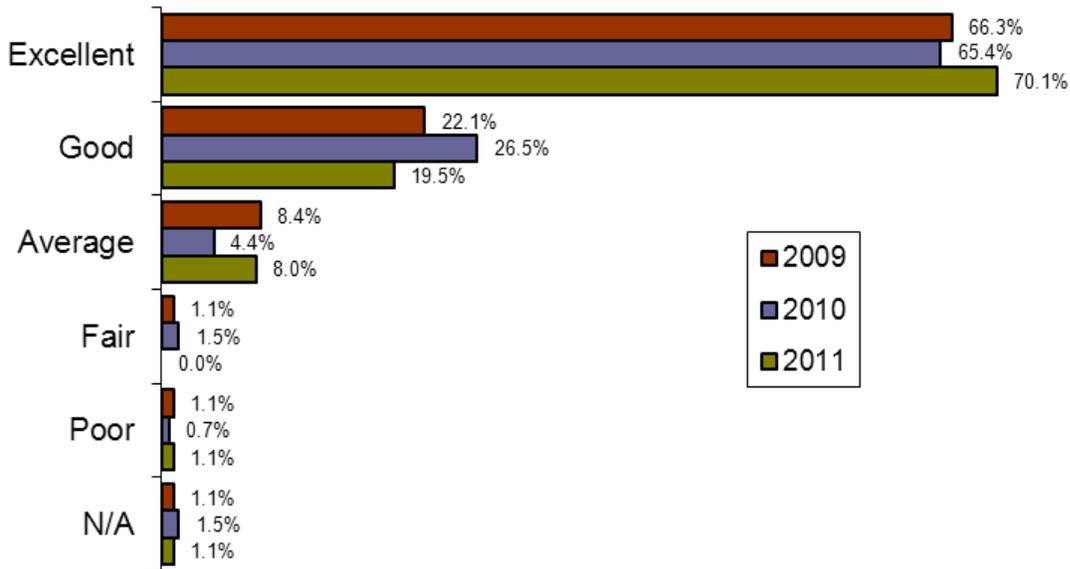
Counseling/advising services also received very high ratings. Over eight percent rated the service as excellent (as shown in Table 5). Ratings have noticeably increased since 2010, with about 10% more students giving an excellent as opposed to good rating.

Table 5: Counseling/Advising Services



As shown in Table 6, Counselor availability in 2011 was rated positively (70.1% gave an excellent rating), but not as positively as ratings of the counseling/advising service itself. Almost ten percent of respondents rated counselor availability average (8%) or poor (1.1%).

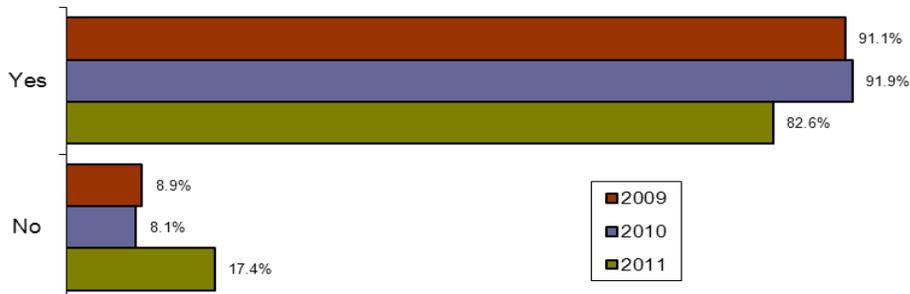
Table 6: Counselor Availability



EOPS Planning Assistance

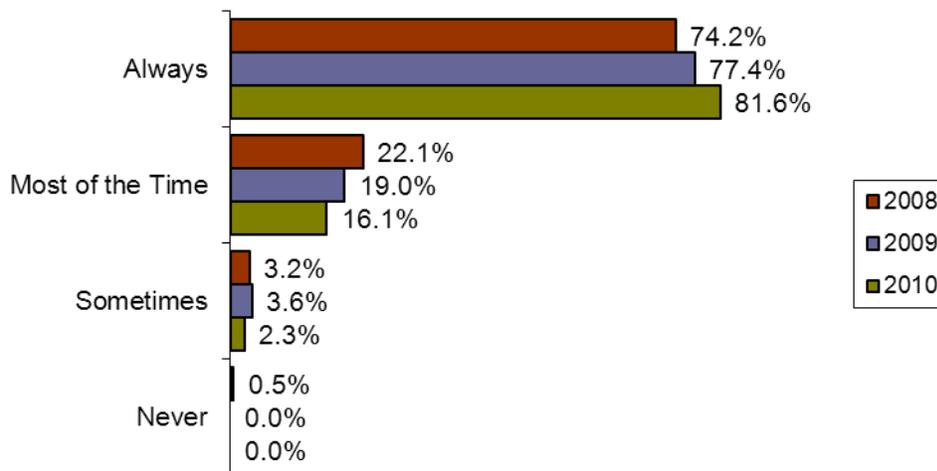
Although the majority of 2011 respondents indicated that they had completed/updated a Student Education Plan (SEP) with a counselor (82.6%) during the semester, this percentage has declined compared to the past two years (see Table 7). A notable percentage (17.4%) indicated that they had not completed/updated a Student Education Plan (SEP) with a counselor during the semester.

Table 7: Completed/Updated SEP



Over three-quarters of the respondents (81.6%) indicated they were always provided accurate information regarding EOPS/CARE services when they called or visited the office (see Table 9). This percentage has increased consistently since 2009.

Table 9: Provided Accurate Information by EOPS



EOPS Workshops

Respondents were asked to indicate their reasons for attending the Registration Workshop. They 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 (89.8%) indicated registering for classes, as seen in Table 10. Receiving a required contact and academic advising were also selected by over a quarter of respondents.

Table 10: Reason for Registration Workshop Attendance

Register for classes	89.8%	
Receive a required contact	36.4%	
Receive academic advising	29.5%	
Get help with WebAdvisor	14.8%	
Other	8.0%	

Respondents were asked to indicate their interest in attending future EOPS/CARE workshops. They 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.

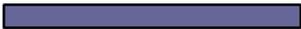
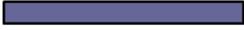
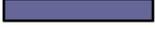
As shown in Table 11, when asked which future EOPS/CARE workshops they would be interested in attending, career planning and financial planning were the top two choices, each given by almost half of the respondents. Interest in financial planning rose by nearly 10% from last year. Stress management, resume writing, and a job fair make up the second tier of interest.

Table 11: Future Workshops of Interest

Career Planning	45.5%	
Financial Planning	44.3%	
Stress Management	27.3%	
Resume Writing	25.0%	
Job Fair	23.9%	
Dress for Success	10.2%	
Other	1.1%	

Over half of all respondents (56.8%) indicated the preferred time for future workshops would be in the afternoon (as shown in Table 12). The next highest percentage of respondents indicated the preferred time for future workshops would be in the morning. Evenings and weekends weren’t as popular, but were still selected by nearly twenty percent of respondents.

Table 12: Preferred Time for Future Workshops

Morning	29.5%	
Afternoon	56.8%	
Evening	23.9%	
Weekend	14.8%	

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 (45)

- It is very good as is, counselors are friendly and approachable.
- You're pretty helpful as it is.
- It appears to me that it's working pretty good.
- I think it is running very well.
- Nothing. Eops is already great.
- You can't--Already great!
- Not sure it's already awesome.
- N/A
- Keep doing what your doing & stay on top of things.
- Thank you for all you do!
- Not sure
- It's good now
- I am so thankful for you, keep up the good work!
- You all are wonderful and very helpful thank you!
- You are doing a very good job-Im sure you are all very busy.
- N/A
- N/A
- Already Fantastic
- You all are amazing help. I am blessed to know this program.
- You guys are great.
- So far so good.
- Didn't know it needed any improvements.
- I think its good as is.
- I think everything is very helpful.
- ?
- Don't know. EOPS is a great program.
- If I can take Lisa to Southern Organ University with me!!
- It's good as is.
- I can't think of any suggestions.
- Doing a great job! :)
- I like it the way it is.
- Services were great.
- Nothing-thank you for all your help.
- Good
- Everything is good

- Not sure
- Nothing
- N/A
- Doing just fine.
- N/A all very well done, staff is great advice is great.
- Don't know.
- keep doing what you're doing :)
- This is an amazing program & I am very grateful for it.
- It's good.
- Not sure, I always receive the help I need.

Counselors (5)

- Have information available to all counselors.
- More counselors
- No need to improve in any other area's except providing more counselors availability.
- Have information available to all counselors.
- Call and remind us of when we are to meet with a counselor.

Book Vouchers (2)

- Inform students before the beginning of the semester if they no longer get a book voucher
- Extended book voucher service.

Other (6)

- Better service.
- Make it available longer.
- Bus passes for people not on Cal-works
- Help individuals sign up for other programs that help pay for school supplies.
- I think the orientation should be applicable to non-freshmen students as well.
- Help with bus pass.

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

Staff/Assistance (90)

- All
- being able to ask what classes to take. Help with signing up for classes
- Being helped with everything and not feeling stupid.
- Besides priority registration, the friendly helpful staff.
- Book voucher
- Book vouchers

- Book vouchers and priority registration.
- caring, helpful and understanding.
- Cindy helps me out a lot with many of my questions & appointments.
- Counselors help
- Counseling & priority registrations.
- Counselors & priority registration.
- counselors help!
- Early registration, book fee waiver, and the personal attention.
- EOPS helps students with their education problems
- eops is an excellent program and I like everything eops has to offer.
- everyone is friendly and helpful
- everyone is nice and helpful.
- Everything :)
- Everything.
- fee waiver--counseling services.
- Friendly counselors
- Get a lot of benefits the counselors are the best.
- Guidance and money.
- Help with picking classes and help with paying for books.
- Helping me with my student Edu. Plan.
- How friendly and helpful the staff is.
- How helpful everyone is.
- How helpful everyone is.
- How nice everyone is.
- How they love me.
- I always get the help I need & the counselors are truly here to see us succeed.
- I feel like I can get help ASAP and have support. I also enjoyed the little cute USB(it helped me out! Even though I had to get it replaced, thank you X2).
- I like how all of the counselors are friendly.
- I like how I get help with my educational plan and money for the very expensive books.
- I like that the EOPS staff is so helpful and you guys actually care.
- I really like having priority registration.
- Lisa
- Lots of kind people willing to help out anyone and if not they direct the person to the right direction.
- Meeting with counselors @ least 3 times.
- N/A
- Priority Registration
- priority registration and advising services.
- Priority registration plus counseling.
- Priority registration.
- Priority registration.
- Priority registration/ Wonderful staff

- That EOPS listens and helps with preparing you for what you want to do.
- That there is existing
- That they care :)
- The amazing help
- The attention we receive and the help.
- The attitude of the people. Helpful but not condescending.
- The attitudes of the people that help you & the help itself.
- The availability of help navigation the CR system and planning successfully.
- The availability to talk to a counselor.
- The availability.
- The book vouchers are very helpful.
- The counselors help with student ed plans and registering for classes.
- The counselors help.
- The friendly counselors that help you with your education plan and make things easy.
- The friendly counselors.
- The friendly help & students benefits.
- The help
- The help :) everything.
- The help from the great counselors. Priority registration.
- The helpful advices
- The staff are so nice and welcoming and I always feel comfortable to go in.
- The way people care for us.
- Their guidance.
- There's always somebody to help you.
- They are friendly and helpful.
- They are helpful and friendly.
- They help you out when you need it. Book vouchers.
- They help you set up your future in an easy to understand way.
- Very nice and helpful.
- Yes
- You guys actually seem like you care. I really appreciate it.
- You seem to be able to help with anything.

10. Other Comments

- :)
- Awesome, I love EOPS
- I love EOPS
- I love EOPS. They have truly helped with my success at CR.
- I love Lisa as a counselor. She is awesome.

- I love the people in EOPS! They have always been extremely helpful and friendly!
- I need help mostly with testing.
- No comment.
- Thank you all.
- Thank you for all your wonderful help.
- Thank you for the contact! :)
- Thank you very much-You all have been very helpful.
- Thank you! EOPS is the Best!
- Thank you.
- Thank you.
- Thanks
- Thanks
- Thanks a ton :)
- Thanks for all the help!
- Thanks for all you do!
- Thanks for the help.
- Thanks so much for all you do. It is much appreciated!
- Thanks so much for your help!
- U R Awesome
- Very helpful planning for future semester