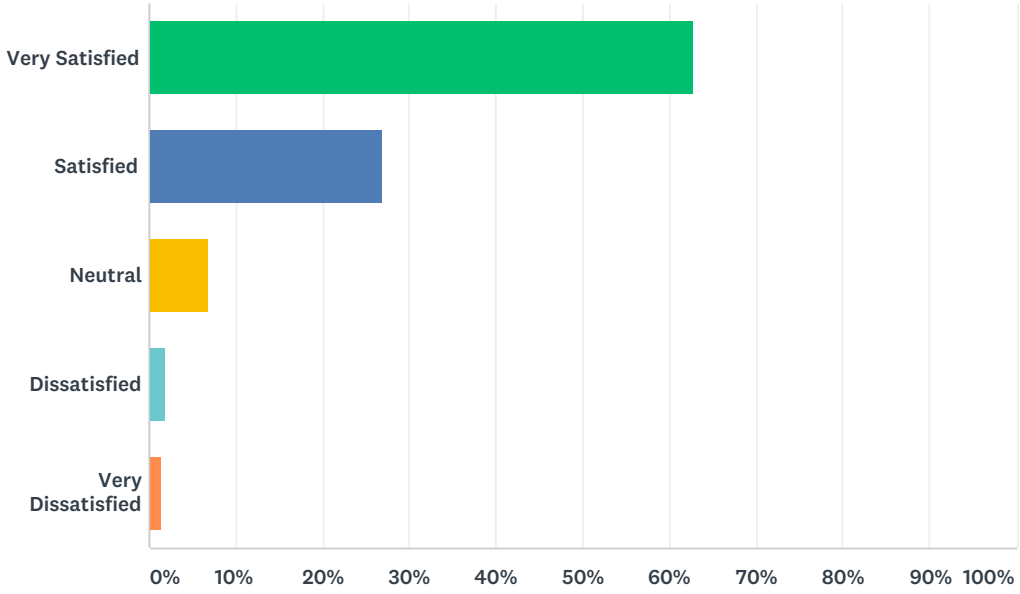
Q2 Overall, how satisfied are you with EOPS Services?

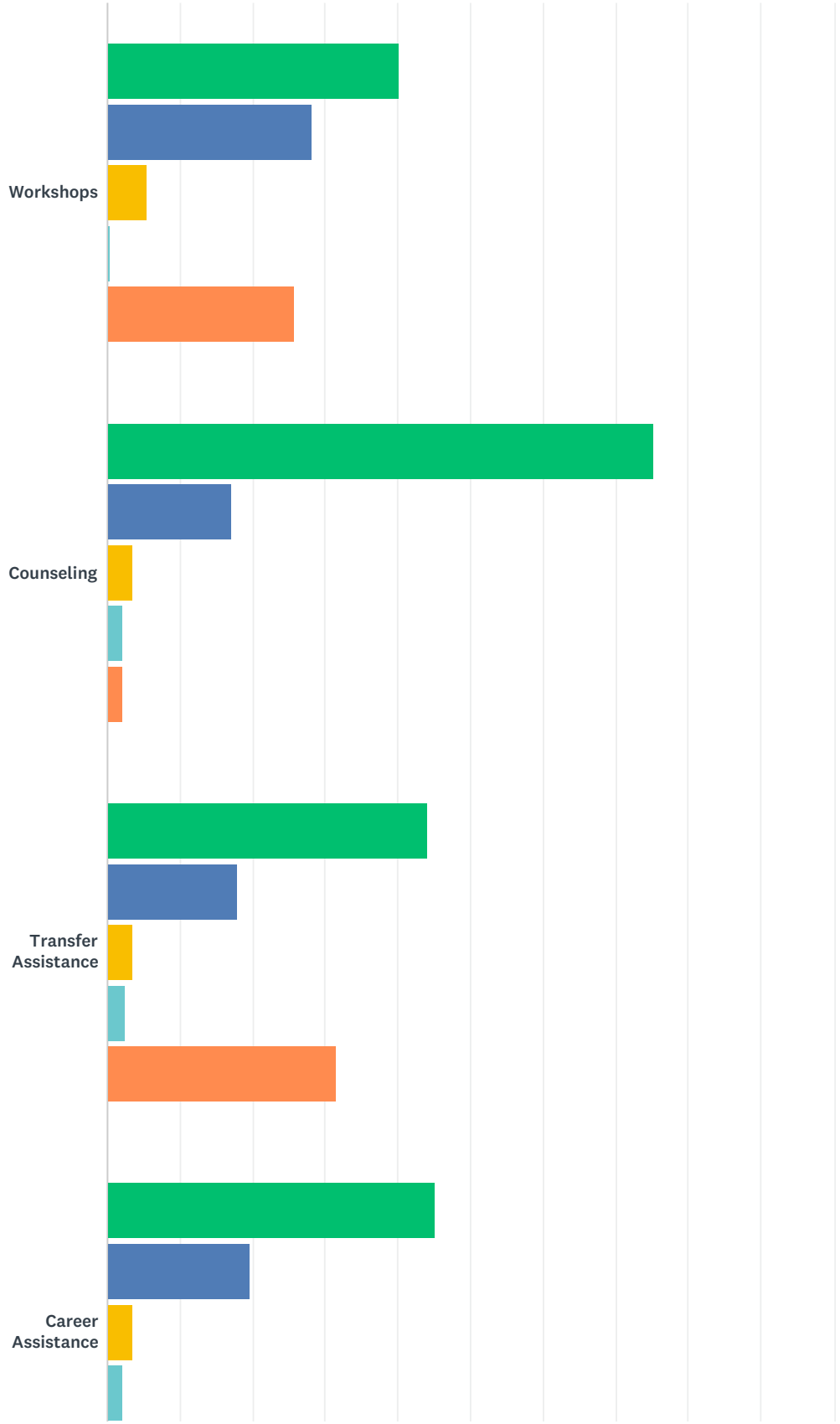
Answered: 218 Skipped: 2

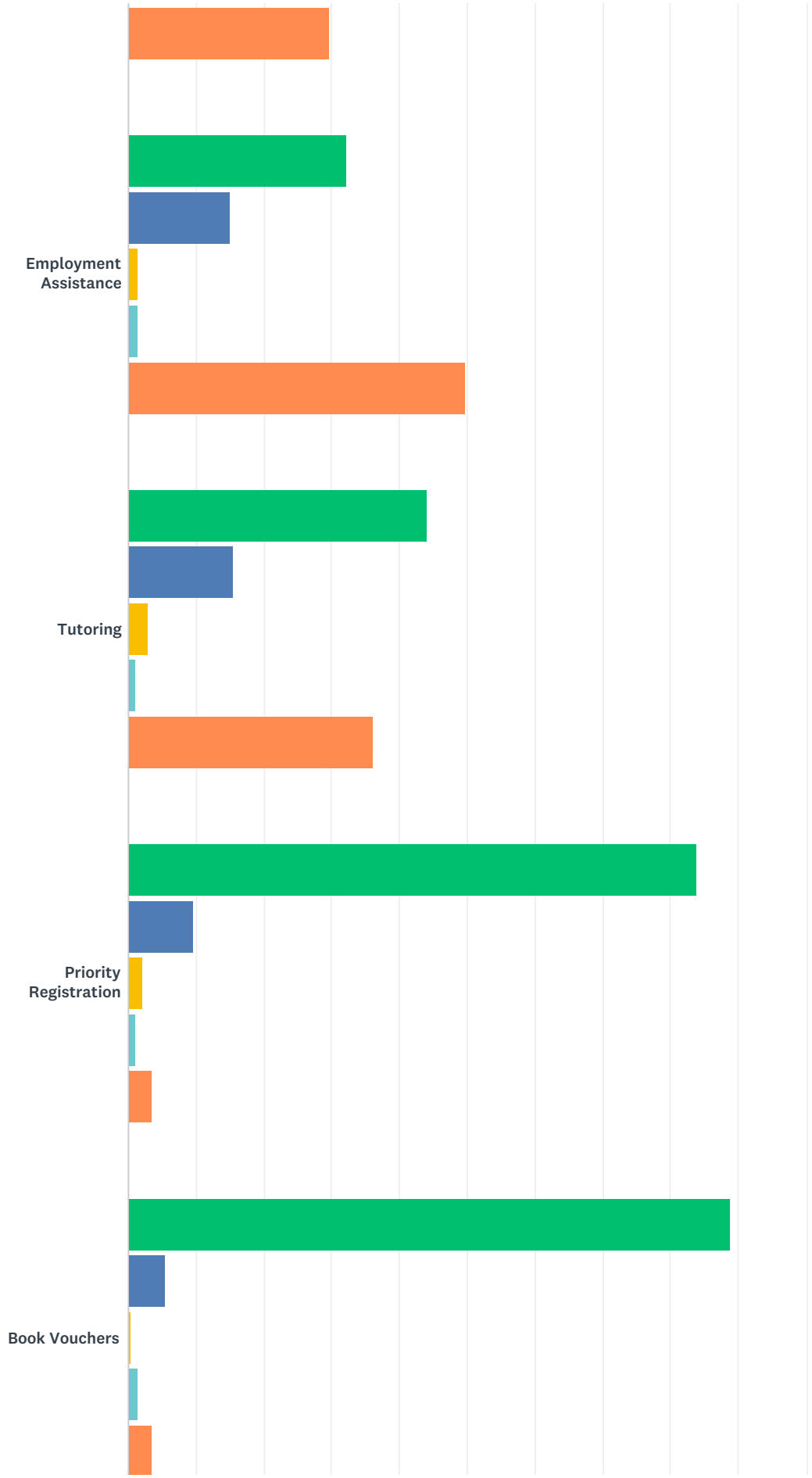


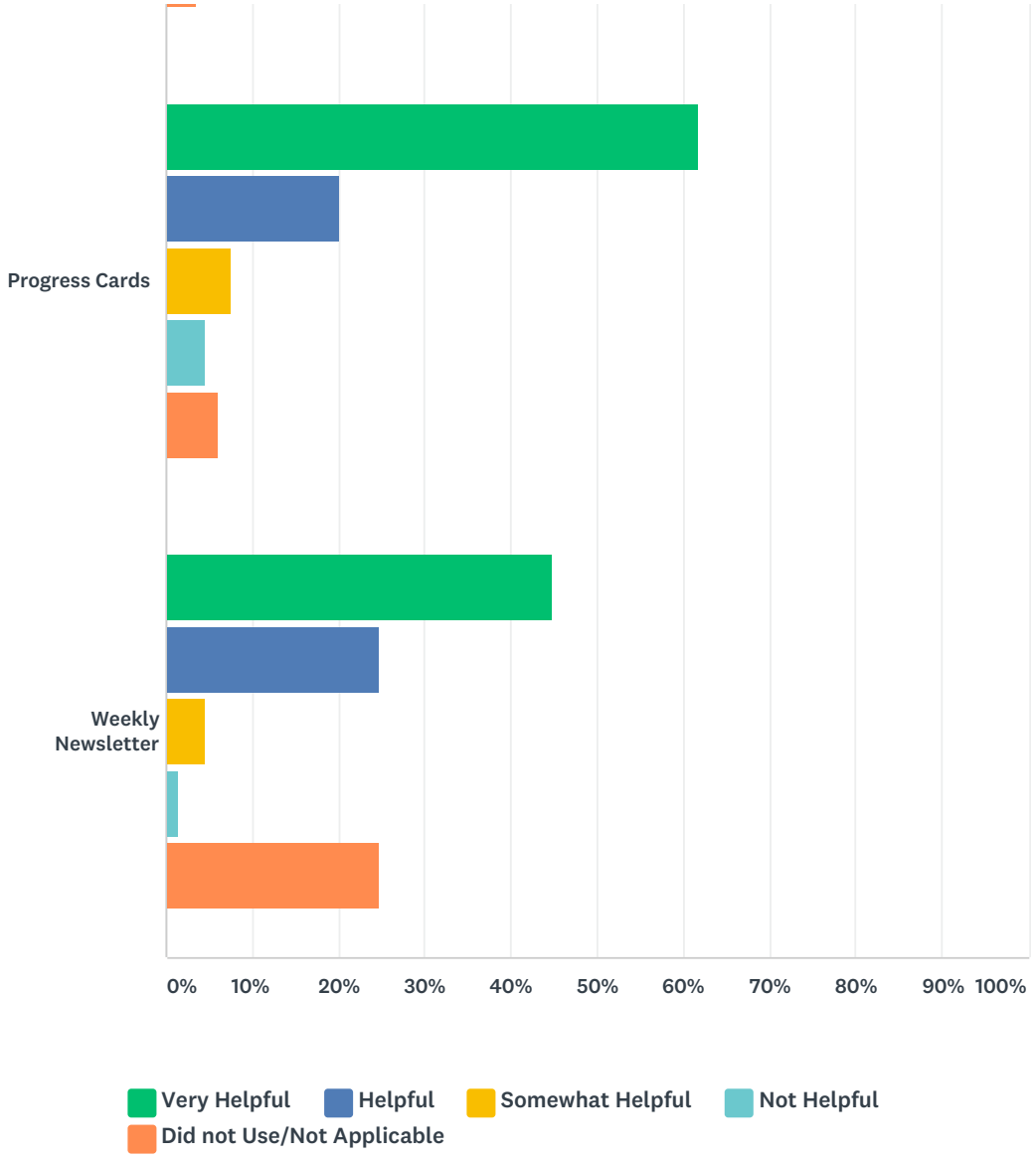
ANSWER CHOICES	RESPONSES	
Very Satisfied	62.84%	137
Satisfied	27.06%	59
Neutral	6.88%	15
Dissatisfied	1.83%	4
Very Dissatisfied	1.38%	3
TOTAL		218

Q3 Please rate the helpfulness of the following EOPS Services:

Answered: 199 Skipped: 21




Employment Assistance
Tutoring
Priority Registration
Book Vouchers



	VERY HELPFUL	HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	DID NOT USE/NOT APPLICABLE	TOTAL
Workshops	40.20% 80	28.14% 56	5.53% 11	0.50% 1	25.63% 51	199
Counseling	75.38% 150	17.09% 34	3.52% 7	2.01% 4	2.01% 4	199
Transfer Assistance	44.22% 88	18.09% 36	3.52% 7	2.51% 5	31.66% 63	199
Career Assistance	45.23% 90	19.60% 39	3.52% 7	2.01% 4	29.65% 59	199
Employment Assistance	32.16% 64	15.08% 30	1.51% 3	1.51% 3	49.75% 99	199
Tutoring	44.22% 88	15.58% 31	3.02% 6	1.01% 2	36.18% 72	199
Priority Registration	83.92% 167	9.55% 19	2.01% 4	1.01% 2	3.52% 7	199
Book Vouchers	88.94% 177	5.53% 11	0.50% 1	1.51% 3	3.52% 7	199

Progress Cards	61.81% 123	20.10% 40	7.54% 15	4.52% 9	6.03% 12	199
Weekly Newsletter	44.72% 89	24.62% 49	4.52% 9	1.51% 3	24.62% 49	199

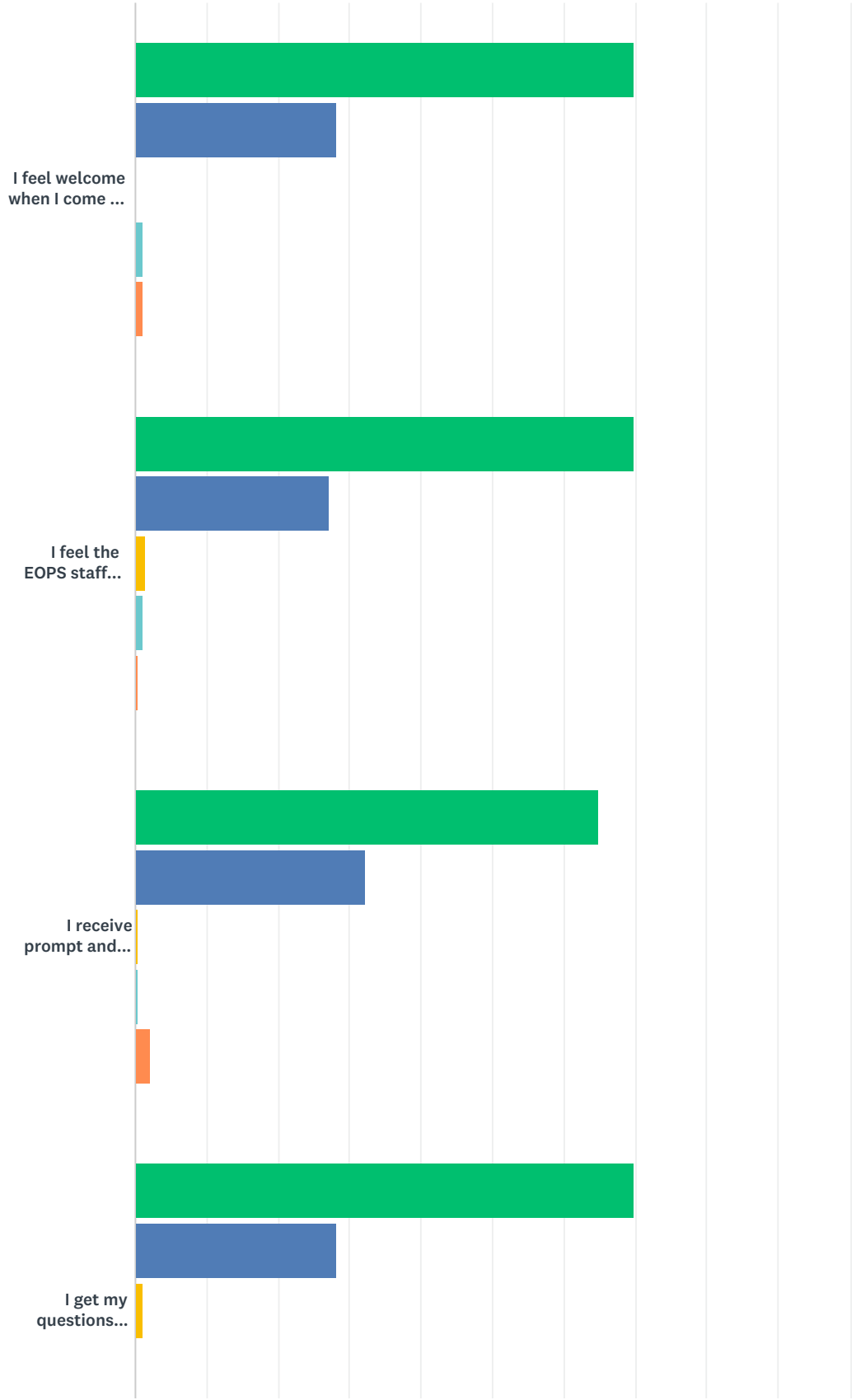
Q4 If you responded that any of the services offered by EOPS were not helpful, please tell us why.

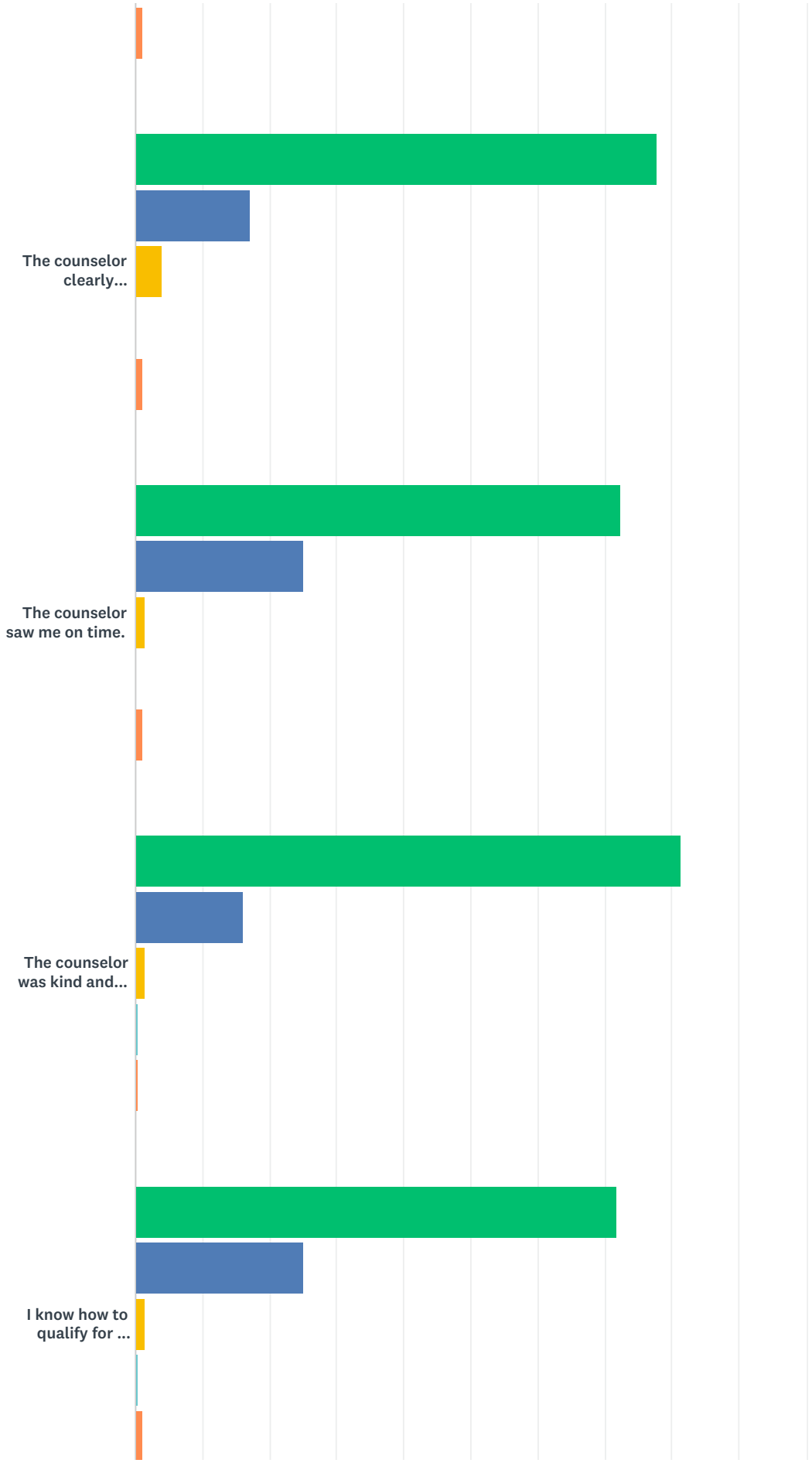
Answered: 15 Skipped: 205

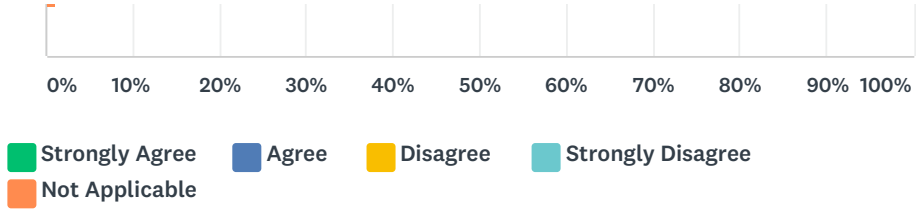
#	RESPONSES	DATE
1	Progress reports take lot of time and I don't understand why we have to do it in beginning of semester	3/28/2019 10:59 PM
2	The Priority Registration is great! But, if you fail to register, because you are uncertain about what classes to take, in "that" lapse of time given, you don't get ANY books even though you completed everything else properly. That I find unfair.	3/28/2019 7:07 PM
3	More turors; more courses for tutoring, ie. Accounting	3/28/2019 4:28 PM
4	The book voucher has been helpful with buying books that are in the book store but some professors will not have the text book available in the book store. Also, some classes require other material and supplies for the class and the voucher only covers text.	3/21/2019 10:13 PM
5	all the service are very helpful, and i am very happy with the service as well.	3/19/2019 7:59 PM
6	The progress report , I felt like it was in getting the way of me trying to stay focused and getting to my next class and slowing me down.	3/19/2019 5:54 PM
7	Priority registration don't work at all. Very useless	3/19/2019 5:16 PM
8	I already know how well I am doing in my classes and asking the professors for the grades I already know is just more work.	3/19/2019 5:15 PM
9	I dont know	3/19/2019 5:14 PM
10	Every service are helpful	2/15/2019 11:56 AM
11	The counselor I met with was not too helpful. They simply asked what was my major, put it in the assisst website which I had already been introduced by a classmate, and said these are the schools I can transfer too. They then came up with an IGETC plan that I already had planned so it wasn't anything new that I can work on. It would be better if they would have showed us information that they know as counselors and not just information that is already available to students in regards to majors and Universities.	2/15/2019 11:13 AM
12	The progress reports are inconvenient. I have a 3.95 GPA and the reports feel like I'm on academic probation. But I do understand their importance overall.	2/15/2019 12:06 AM
13	Last semester, I was force to drop my math class due to Eops couldn't do nothing to help me, they told me I didn't qualify for book brochure, no this semester I going to the same issue, i need 3 books to continue my education,	2/14/2019 11:14 AM
14	I never received a weekly newsletter from EOPS to remind me of objectives that need to be done. Plus the counseling goes by really quickly and I wish it was a little bit longer.	2/14/2019 10:17 AM
15	i see evryone ther are very help full but .. thats better if gave us more informatin	2/14/2019 10:17 AM

Q5 How much do you agree with the following statements:

Answered: 199 Skipped: 21




The counselor clearly...
The counselor saw me on time.
The counselor was kind and...
I know how to qualify for ...



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL
I feel welcome when I come to EOPS.	69.85% 139	28.14% 56	0.00% 0	1.01% 2	1.01% 2	199
I feel the EOPS staff gives clear explanation about qualifications and rules.	69.85% 139	27.14% 54	1.51% 3	1.01% 2	0.50% 1	199
I receive prompt and courteous service from the EOPS staff.	64.82% 129	32.16% 64	0.50% 1	0.50% 1	2.01% 4	199
I get my questions answered when I seek help from EOPS staff.	69.85% 139	28.14% 56	1.01% 2	0.00% 0	1.01% 2	199
The counselor clearly explained the classes I needed for my major.	77.89% 155	17.09% 34	4.02% 8	0.00% 0	1.01% 2	199
The counselor saw me on time.	72.36% 144	25.13% 50	1.51% 3	0.00% 0	1.01% 2	199
The counselor was kind and caring.	81.41% 162	16.08% 32	1.51% 3	0.50% 1	0.50% 1	199
I know how to qualify for a textbook voucher.	71.86% 143	25.13% 50	1.51% 3	0.50% 1	1.01% 2	199

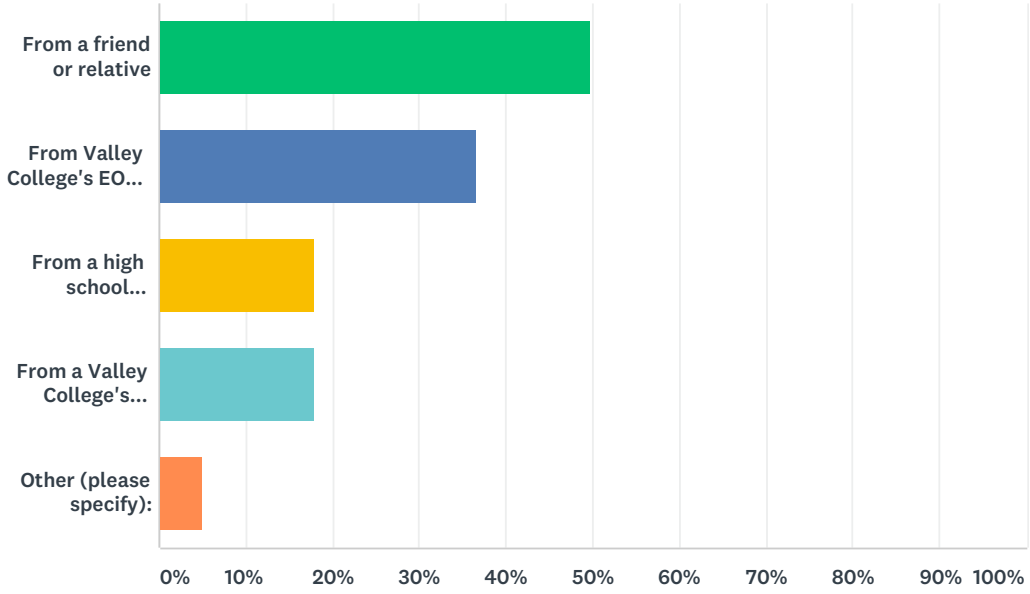
Q6 If you disagree or strongly disagree with any of the statements about EOPS in the question above, please tell us why.

Answered: 8 Skipped: 212

#	RESPONSES	DATE
1	textbook voucher. I did not get my book because I did not regirter to all my classes within the period given :(when I had done everything right :/	3/28/2019 7:07 PM
2	Still a little confused but starting to understand it more	3/28/2019 5:01 PM
3	Just one time had to see an Armenian lady to check my schedule, because my prefer counselor wasn't available at the time. she told me it was fine but I was the wrong class, I ended up getting W grade for the wrong advice she gave me.	3/22/2019 3:58 PM
4	There are rules that are not covered in the orientation and you find out about after you're dropped from the program.	3/22/2019 9:09 AM
5	Because at EOPs I've decided to go with a different approach to go to a major workshop to see the categorized listings and labels for applicant college students. Student educational plan would be great to carry on for every college class and would definitely be better to engage in.	3/20/2019 11:26 AM
6	there is nothing to disagree, because all the service and statement about EOPS are good.	3/19/2019 7:59 PM
7	N answer my qwstion	3/19/2019 5:14 PM
8	They last my file, and my financial aid didn't received it till the end of the semester. So I drop my math class	2/14/2019 11:14 AM

Q7 How did you find out about EOPS? (Mark all that apply)

Answered: 199 Skipped: 21

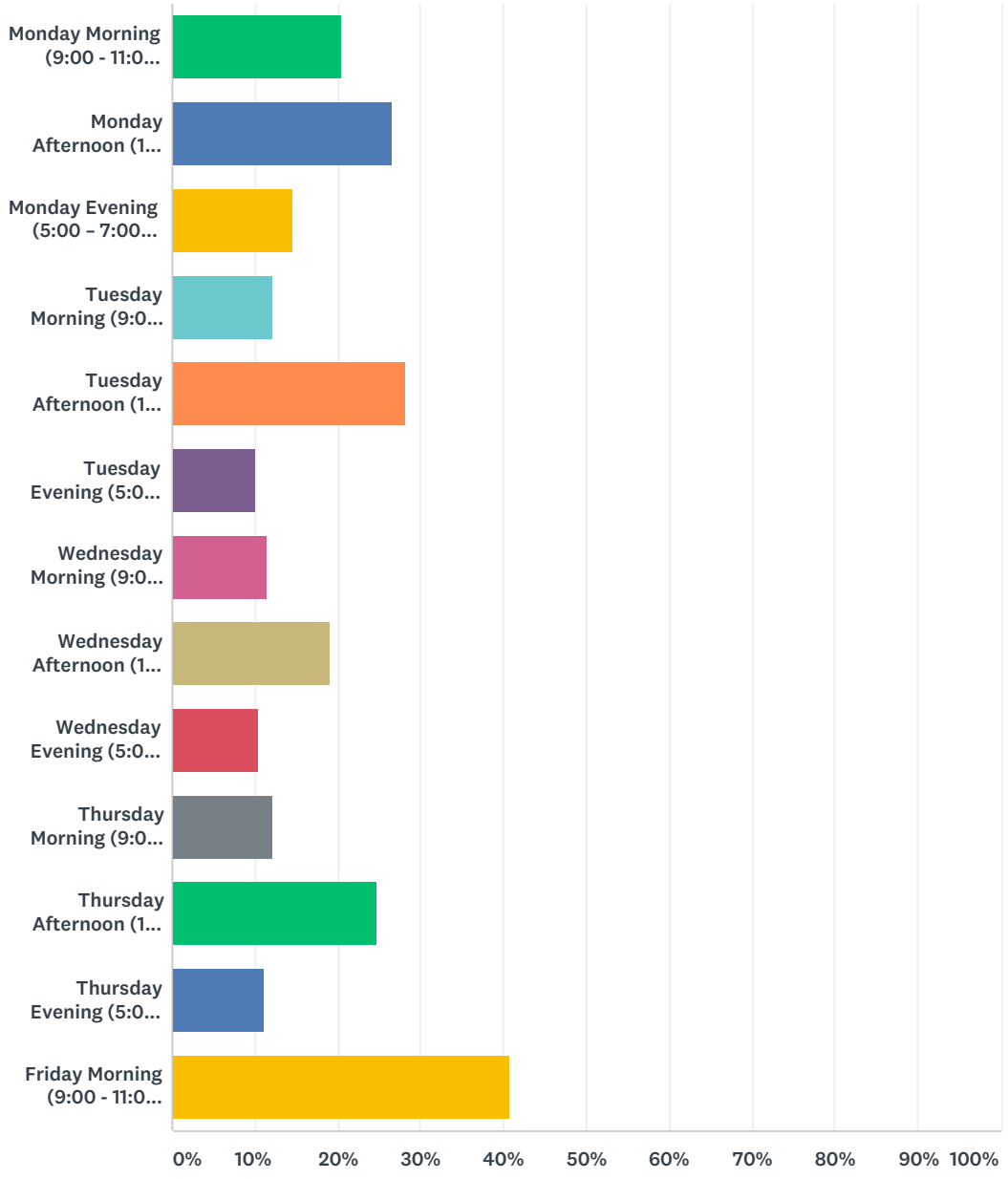


ANSWER CHOICES	RESPONSES	
From a friend or relative	49.75%	99
From Valley College's EOPS outreach	36.68%	73
From a high school counselor/teacher	18.09%	36
From a Valley College's instructor/staff	18.09%	36
Other (please specify):	5.03%	10
Total Respondents: 199		

#	OTHER (PLEASE SPECIFY):	DATE
1	Mother	3/28/2019 9:48 PM
2	a classmate	3/28/2019 7:07 PM
3	Just searching by myself	3/21/2019 3:21 PM
4	Email	3/19/2019 9:30 PM
5	W	3/19/2019 8:03 PM
6	from promise program.	3/19/2019 7:59 PM
7	Fair	3/19/2019 6:14 PM
8	Research	3/19/2019 5:18 PM
9	From a student/friend @ LAVC	2/26/2019 12:33 PM
10	From when I went to the orientation/tour they gave for incoming students.	2/14/2019 9:49 PM

Q8 Which days and times are most convenient for you to attend a workshop? (Mark all that apply).

Answered: 199 Skipped: 21

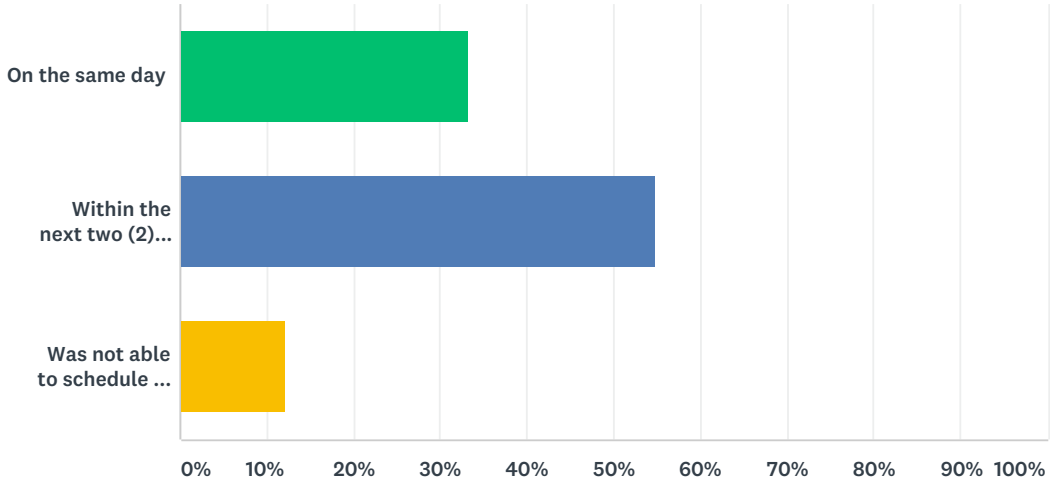


ANSWER CHOICES	RESPONSES	
Monday Morning (9:00 - 11:00 a.m.)	20.60%	41
Monday Afternoon (1:00 – 3:00 p.m.)	26.63%	53
Monday Evening (5:00 – 7:00 p.m.)	14.57%	29
Tuesday Morning (9:00 - 11:00 a.m.)	12.06%	24
Tuesday Afternoon (1:00 – 3:00 p.m.)	28.14%	56

Tuesday Evening (5:00 – 7:00 p.m.)	10.05%	20
Wednesday Morning (9:00 - 11:00 a.m.)	11.56%	23
Wednesday Afternoon (1:00 – 3:00 p.m.)	19.10%	38
Wednesday Evening (5:00 – 7:00 p.m.)	10.55%	21
Thursday Morning (9:00 - 11:00 a.m.)	12.06%	24
Thursday Afternoon (1:00 – 3:00 p.m.)	24.62%	49
Thursday Evening (5:00 – 7:00 p.m.)	11.06%	22
Friday Morning (9:00 - 11:00 a.m.)	40.70%	81
Total Respondents: 199		

Q9 How soon were you able to see a counselor, the last time you tried to see one immediately?

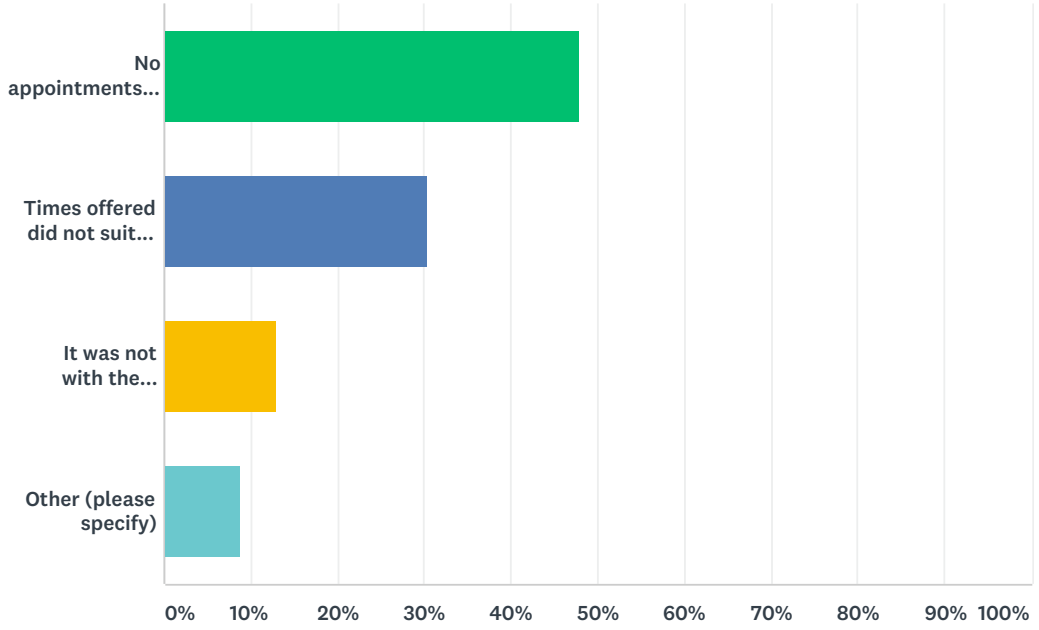
Answered: 199 Skipped: 21



ANSWER CHOICES	RESPONSES	
On the same day	33.17%	66
Within the next two (2) days	54.77%	109
Was not able to schedule an appointment	12.06%	24
TOTAL		199

Q10 Please indicate why you were unable to schedule an appointment:

Answered: 23 Skipped: 197

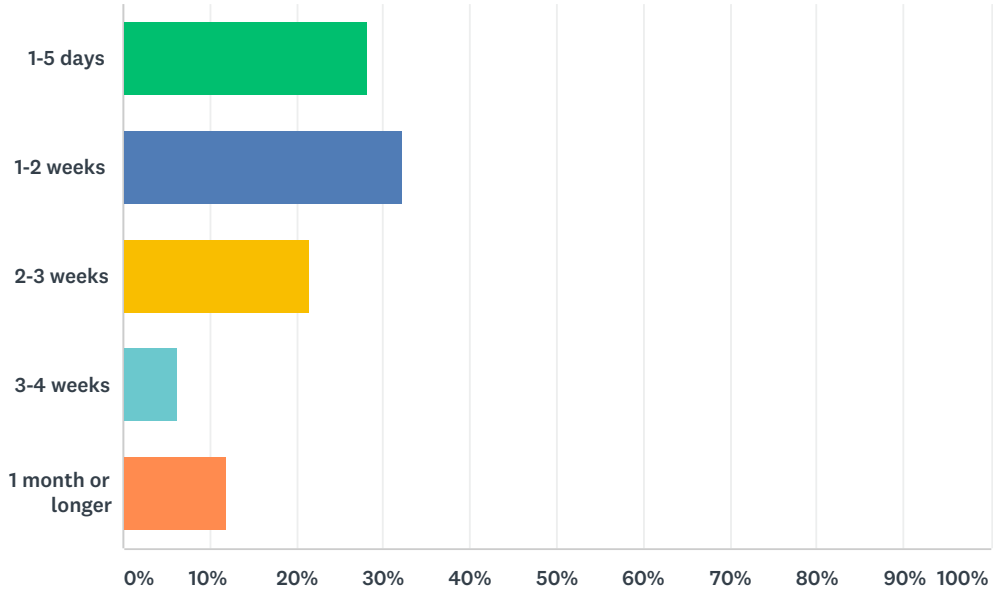


ANSWER CHOICES	RESPONSES	
No appointments were available	47.83%	11
Times offered did not suit my schedule	30.43%	7
It was not with the counselor that I wanted to see	13.04%	3
Other (please specify)	8.70%	2
TOTAL		23

#	OTHER (PLEASE SPECIFY)	DATE
1	Always planning ahead	3/19/2019 5:19 PM
2	An EOP Staff said they were not accepting appointments only walk ins.	2/15/2019 11:14 AM

Q11 How far in advance did you make your last 30-minute counseling appointment?

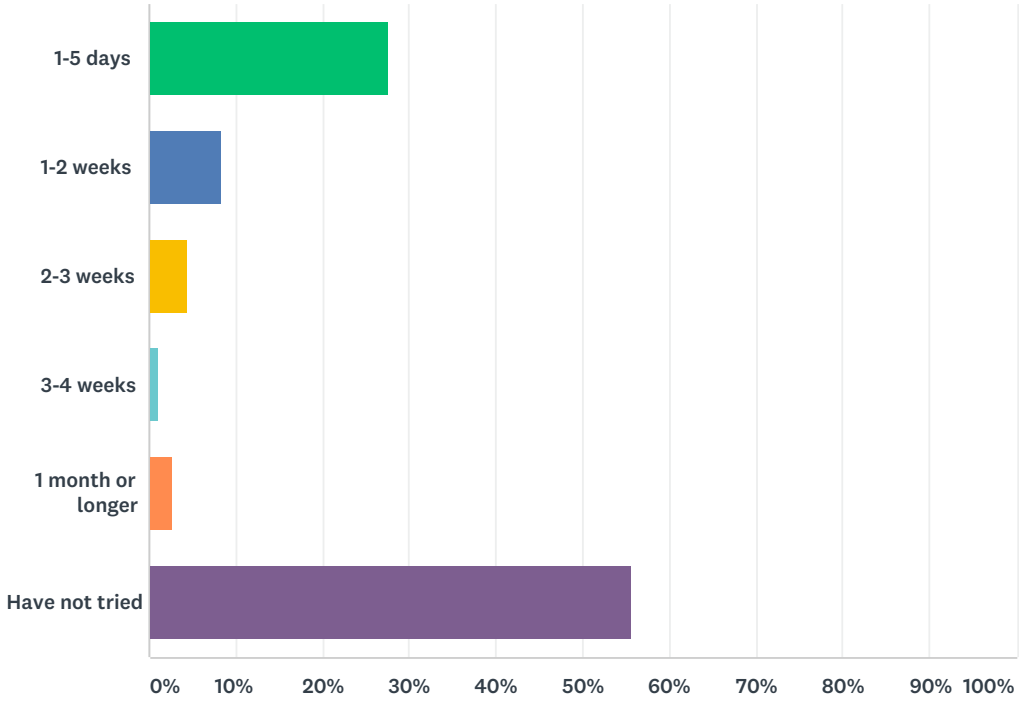
Answered: 177 Skipped: 43



ANSWER CHOICES	RESPONSES	
1-5 days	28.25%	50
1-2 weeks	32.20%	57
2-3 weeks	21.47%	38
3-4 weeks	6.21%	11
1 month or longer	11.86%	21
TOTAL		177

Q12 The last time you tried to see an EOPS tutor, were you able to see a tutor within any of the time periods listed below?

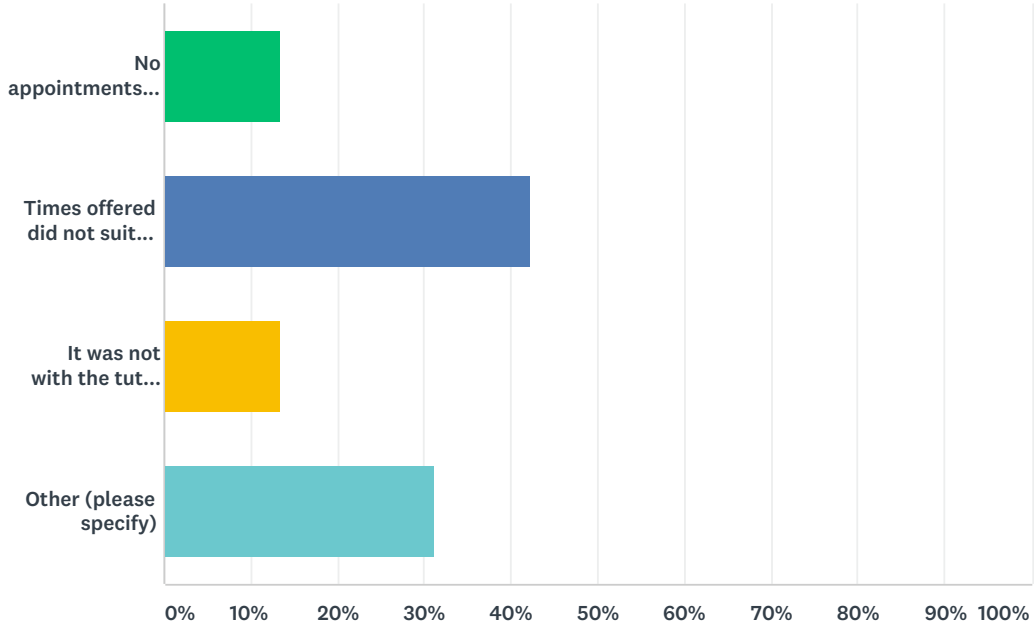
Answered: 178 Skipped: 42



ANSWER CHOICES	RESPONSES	
1-5 days	27.53%	49
1-2 weeks	8.43%	15
2-3 weeks	4.49%	8
3-4 weeks	1.12%	2
1 month or longer	2.81%	5
Have not tried	55.62%	99
TOTAL		178

Q13 If you were unable to see an EOPS tutor, please indicate why below:

Answered: 90 Skipped: 130



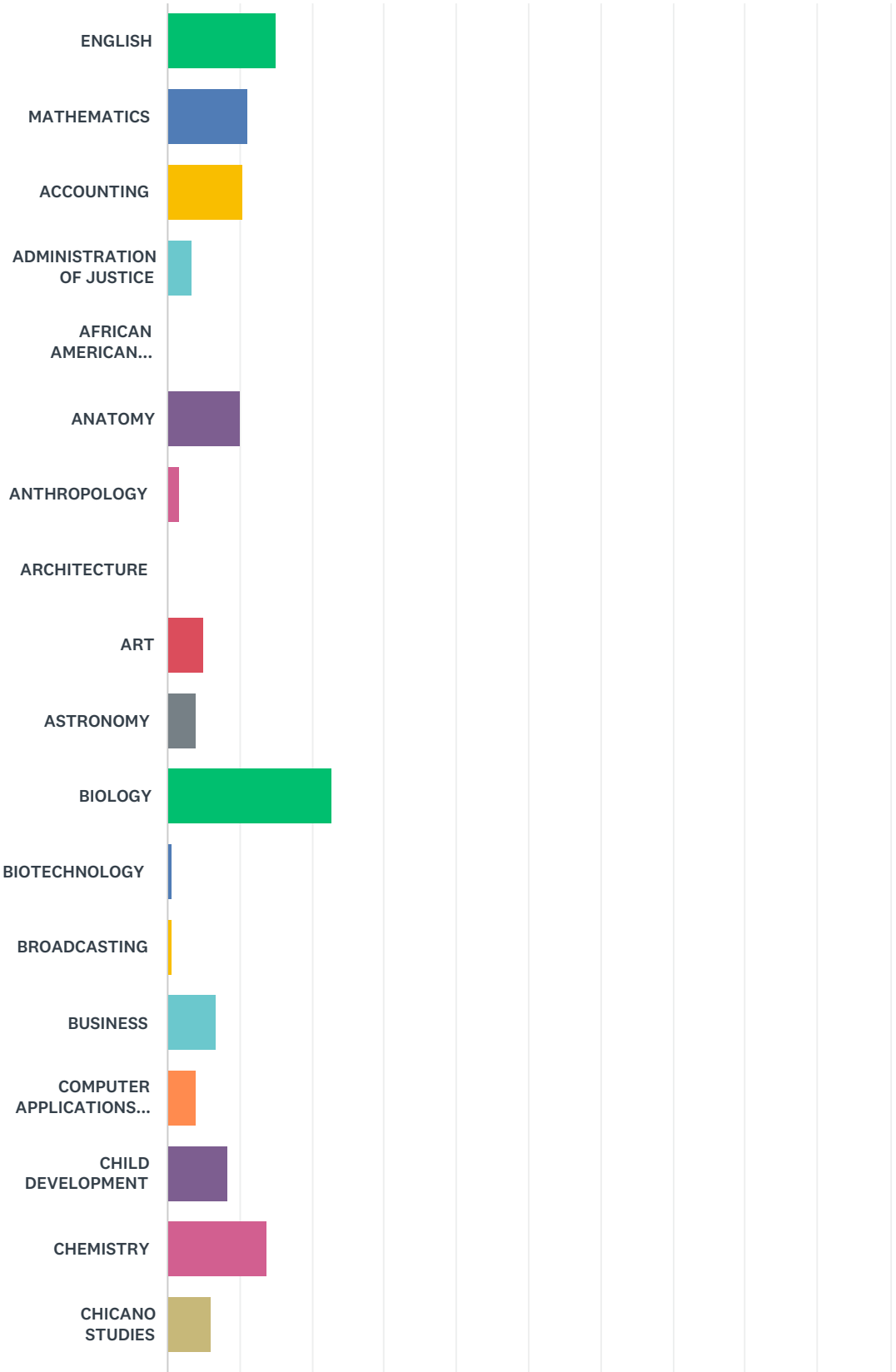
ANSWER CHOICES	RESPONSES	
No appointments available	13.33%	12
Times offered did not suit my schedule	42.22%	38
It was not with the tutor that I wanted to see	13.33%	12
Other (please specify)	31.11%	28
TOTAL		90

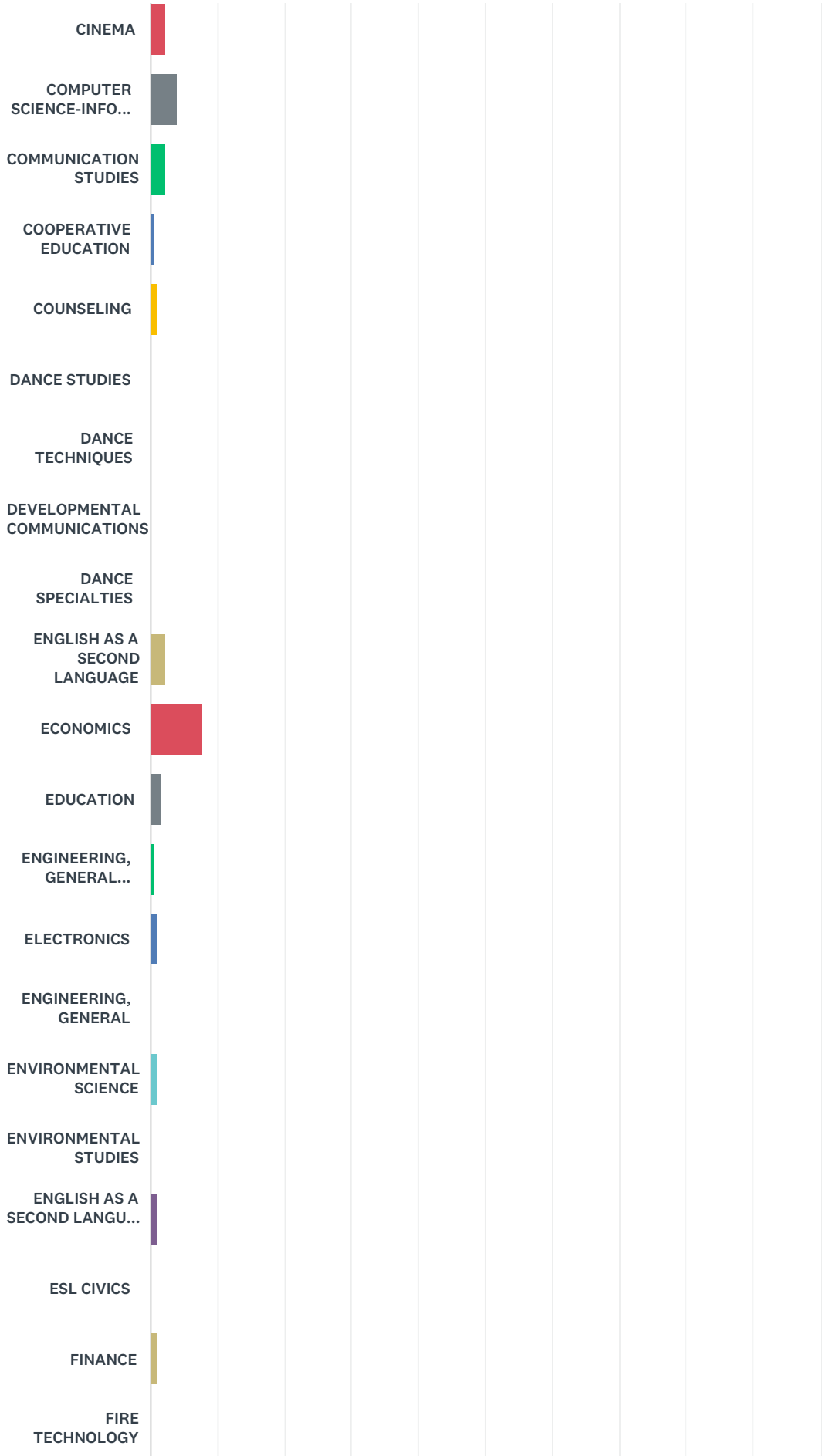
#	OTHER (PLEASE SPECIFY)	DATE
1	I needed a photoshop tutor, and they don't have one.	4/2/2019 11:35 AM
2	An appointments always available.	3/30/2019 8:16 AM
3	N-A	3/29/2019 6:53 PM
4	Have not tried, used tutor in tutoring 218	3/28/2019 7:11 PM
5	I felt intimidated when trying to set up the appointment.	3/28/2019 6:08 PM
6	Didn’t make an appointment	3/28/2019 5:16 PM
7	Don’t need need it yet	3/28/2019 4:29 PM
8	Not applicable	3/23/2019 9:13 PM
9	Don’t have micro, physiology and chemistry tutoring	3/22/2019 4:08 PM
10	I don’t think I am set up for tutoring . I just asked for help when I need it .	3/21/2019 10:33 PM
11	No need	3/20/2019 7:08 PM
12	havent tried	3/19/2019 11:26 PM
13	I didn’t ask for tudor	3/19/2019 10:15 PM

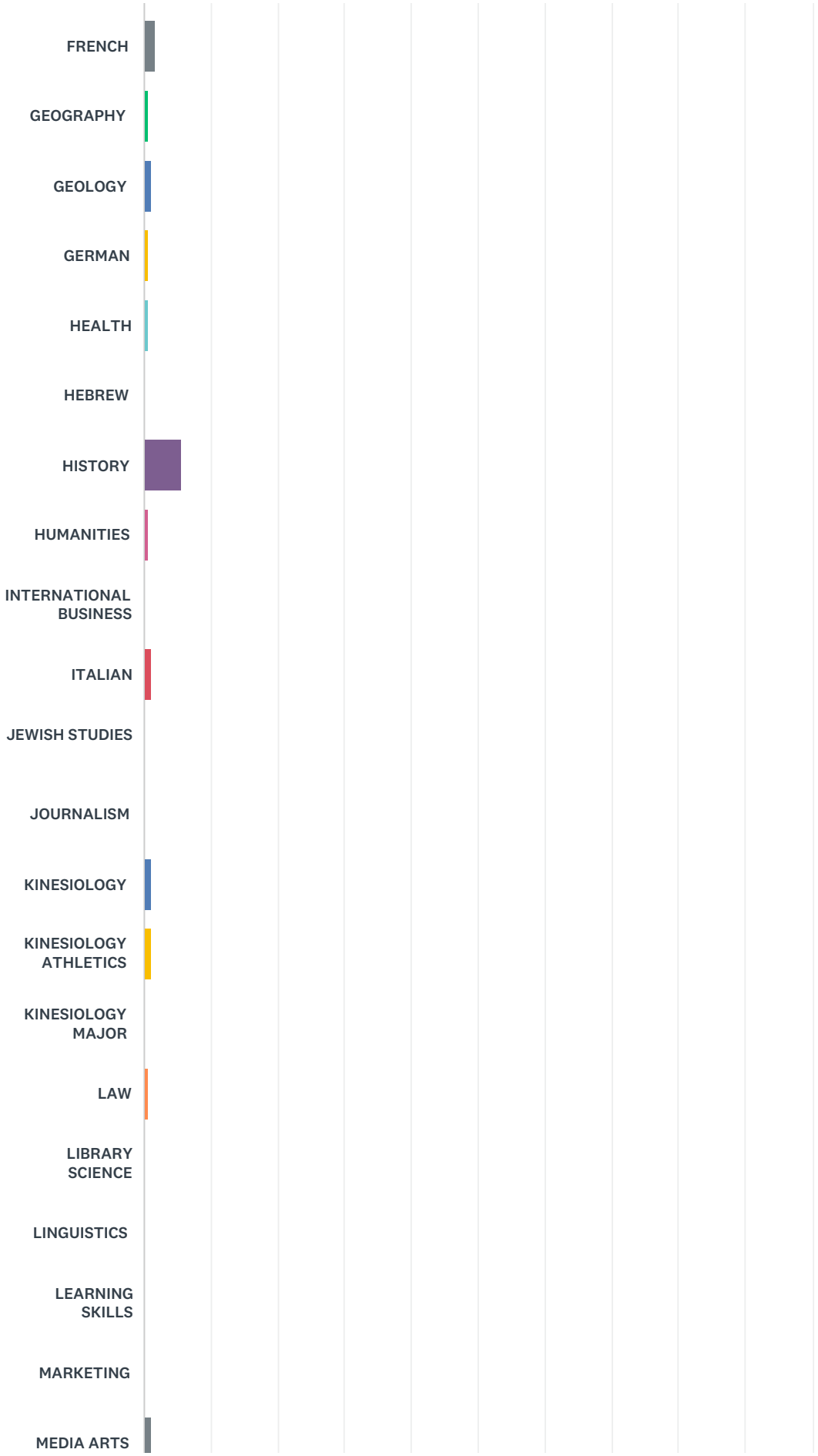
14	Didn’t want a tutor	3/19/2019 8:42 PM
15	I have not see a tutor	3/19/2019 7:42 PM
16	Haven’t made an appointment	3/19/2019 6:20 PM
17	I sometimes don’t have time	3/19/2019 5:47 PM
18	Not applicable	3/19/2019 5:27 PM
19	Tutor was about graduate/transfer	3/19/2019 5:22 PM
20	Haven’t tried	3/19/2019 5:14 PM
21	I used my puente ones	3/4/2019 7:03 PM
22	N/A	3/4/2019 1:58 PM
23	I haven’t tried it	2/14/2019 9:57 PM
24	Dont need tutoring	2/14/2019 1:56 PM
25	I didn’t use tutoring	2/14/2019 1:24 PM
26	I didn’t need	2/14/2019 11:32 AM
27	K	2/14/2019 11:15 AM
28	Never went with one	2/14/2019 10:35 AM

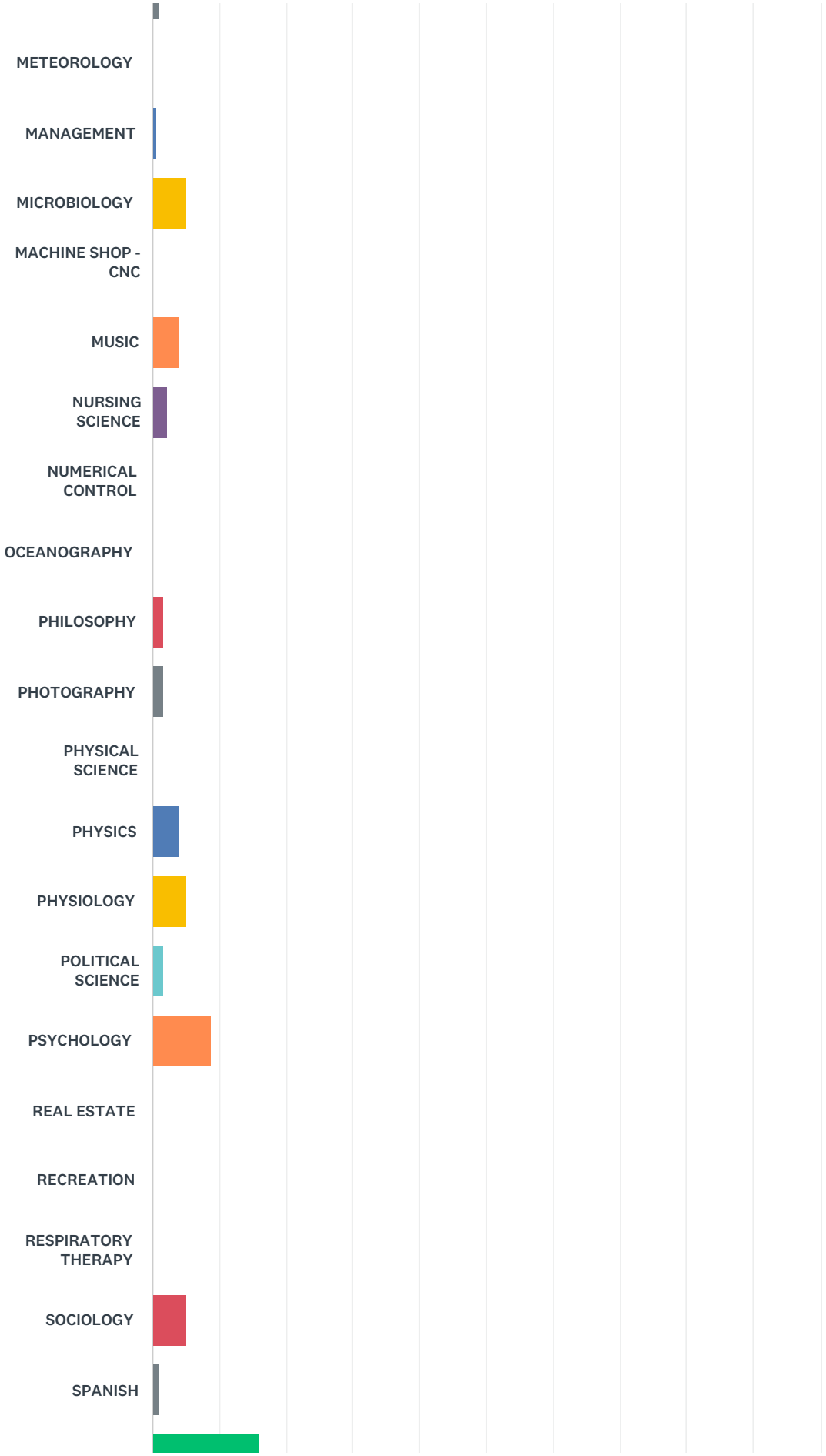
Q14 In addition to English and Math, what other tutoring subjects would you like to see? Please select your top three.

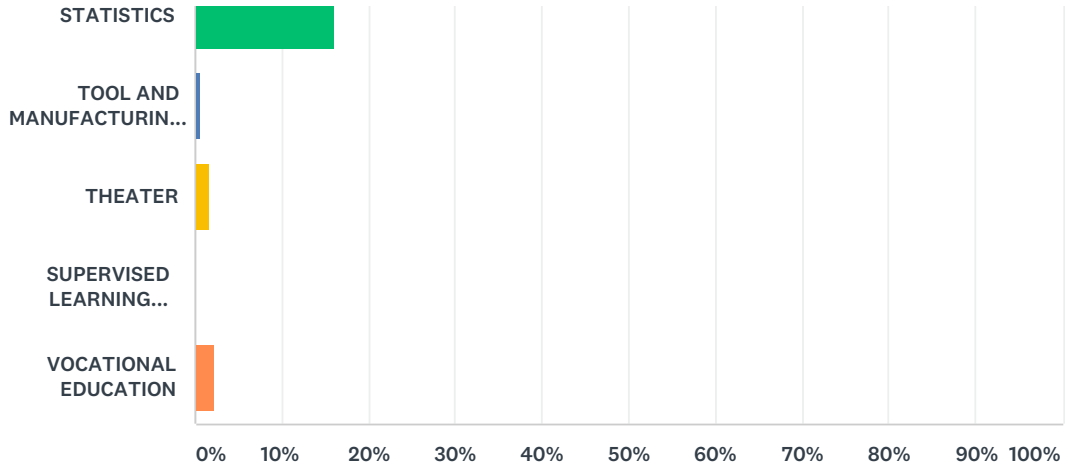
Answered: 180 Skipped: 40




CINEMA
COMPUTER SCIENCE-INFO...
COMMUNICATION STUDIES
COOPERATIVE EDUCATION
COUNSELING
DANCE STUDIES
DANCE TECHNIQUES
DEVELOPMENTAL COMMUNICATIONS
DANCE SPECIALTIES
ENGLISH AS A SECOND LANGUAGE
ECONOMICS
EDUCATION
ENGINEERING, GENERAL...
ELECTRONICS
ENGINEERING, GENERAL
ENVIRONMENTAL SCIENCE
ENVIRONMENTAL STUDIES
ENGLISH AS A SECOND LANGU...
ESL CIVICS
FINANCE
FIRE TECHNOLOGY


FRENCH
GEOGRAPHY
GEOLOGY
GERMAN
HEALTH
HEBREW
HISTORY
HUMANITIES
INTERNATIONAL BUSINESS
ITALIAN
JEWISH STUDIES
JOURNALISM
KINESIOLOGY
KINESIOLOGY ATHLETICS
KINESIOLOGY MAJOR
LAW
LIBRARY SCIENCE
LINGUISTICS
LEARNING SKILLS
MARKETING
MEDIA ARTS


METEOROLOGY
MANAGEMENT
MICROBIOLOGY
MACHINE SHOP - CNC
MUSIC
NURSING SCIENCE
NUMERICAL CONTROL
OCEANOGRAPHY
PHILOSOPHY
PHOTOGRAPHY
PHYSICAL SCIENCE
PHYSICS
PHYSIOLOGY
POLITICAL SCIENCE
PSYCHOLOGY
REAL ESTATE
RECREATION
RESPIRATORY THERAPY
SOCIOLOGY
SPANISH



ANSWER CHOICES	RESPONSES	
ENGLISH	15.00%	27
MATHEMATICS	11.11%	20
ACCOUNTING	10.56%	19
ADMINISTRATION OF JUSTICE	3.33%	6
AFRICAN AMERICAN STUDIES	0.00%	0
ANATOMY	10.00%	18
ANTHROPOLOGY	1.67%	3
ARCHITECTURE	0.00%	0
ART	5.00%	9
ASTRONOMY	3.89%	7
BIOLOGY	22.78%	41
BIOTECHNOLOGY	0.56%	1
BROADCASTING	0.56%	1
BUSINESS	6.67%	12
COMPUTER APPLICATIONS OFFICE TECHNOLOGIES	3.89%	7
CHILD DEVELOPMENT	8.33%	15
CHEMISTRY	13.89%	25
CHICANO STUDIES	6.11%	11
CINEMA	2.22%	4
COMPUTER SCIENCE-INFORMATION TECHNOLOGY	3.89%	7
COMMUNICATION STUDIES	2.22%	4
COOPERATIVE EDUCATION	0.56%	1
COUNSELING	1.11%	2
DANCE STUDIES	0.00%	0

DANCE TECHNIQUES	0.00%	0
DEVELOPMENTAL COMMUNICATIONS	0.00%	0
DANCE SPECIALTIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE	2.22%	4
ECONOMICS	7.78%	14
EDUCATION	1.67%	3
ENGINEERING, GENERAL TECHNOLOGY	0.56%	1
ELECTRONICS	1.11%	2
ENGINEERING, GENERAL	0.00%	0
ENVIRONMENTAL SCIENCE	1.11%	2
ENVIRONMENTAL STUDIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE - Noncredit	1.11%	2
ESL CIVICS	0.00%	0
FINANCE	1.11%	2
FIRE TECHNOLOGY	0.00%	0
FRENCH	1.67%	3
GEOGRAPHY	0.56%	1
GEOLOGY	1.11%	2
GERMAN	0.56%	1
HEALTH	0.56%	1
HEBREW	0.00%	0
HISTORY	5.56%	10
HUMANITIES	0.56%	1
INTERNATIONAL BUSINESS	0.00%	0
ITALIAN	1.11%	2
JEWISH STUDIES	0.00%	0
JOURNALISM	0.00%	0
KINESIOLOGY	1.11%	2
KINESIOLOGY ATHLETICS	1.11%	2
KINESIOLOGY MAJOR	0.00%	0
LAW	0.56%	1
LIBRARY SCIENCE	0.00%	0
LINGUISTICS	0.00%	0
LEARNING SKILLS	0.00%	0

MARKETING	0.00%	0
MEDIA ARTS	1.11%	2
METEOROLOGY	0.00%	0
MANAGEMENT	0.56%	1
MICROBIOLOGY	5.00%	9
MACHINE SHOP - CNC	0.00%	0
MUSIC	3.89%	7
NURSING SCIENCE	2.22%	4
NUMERICAL CONTROL	0.00%	0
OCEANOGRAPHY	0.00%	0
PHILOSOPHY	1.67%	3
PHOTOGRAPHY	1.67%	3
PHYSICAL SCIENCE	0.00%	0
PHYSICS	3.89%	7
PHYSIOLOGY	5.00%	9
POLITICAL SCIENCE	1.67%	3
PSYCHOLOGY	8.89%	16
REAL ESTATE	0.00%	0
RECREATION	0.00%	0
RESPIRATORY THERAPY	0.00%	0
SOCIOLOGY	5.00%	9
SPANISH	1.11%	2
STATISTICS	16.11%	29
TOOL AND MANUFACTURING TECHNOLOGY	0.56%	1
THEATER	1.67%	3
SUPERVISED LEARNING ASSISTANCE	0.00%	0
VOCATIONAL EDUCATION	2.22%	4
Total Respondents: 180		

Q15 What do you like most about the EOPS program?

Answered: 109 Skipped: 111

#	RESPONSES	DATE
1	Their counseling and tutoring	4/4/2019 8:54 AM
2	Priority registration and book voucher	4/2/2019 11:35 AM
3	I like that I am able to recieve assitance on school, whether its academically to see what classes I NEED and not take classes that are not related to my major, as well as the economic support for the books.	4/1/2019 1:39 PM
4	Counselors	3/31/2019 12:35 AM
5	The book service is very helpful for financially low students	3/30/2019 10:27 AM
6	Everything	3/30/2019 9:21 AM
7	I can get an answer to all my questions.	3/30/2019 8:16 AM
8	The friendly counselors, the book vouchers, computer and tutoring services, and priority registration.	3/29/2019 6:53 PM
9	Counseling	3/29/2019 12:57 PM
10	The program is very helpful and gives more opportunities	3/28/2019 11:02 PM
11	It gives you advice, supports you in every way, helps you to transfer on where you want to go.	3/28/2019 10:53 PM
12	Counselors were always supportive and made me feel like I could succeed.	3/28/2019 8:40 PM
13	priority enrollment, tutoring, and book voucher	3/28/2019 8:15 PM
14	Helped me a lot for my books!	3/28/2019 7:55 PM
15	The book voucher and priority registration	3/28/2019 7:48 PM
16	It help people who don't have the means and people are kind.	3/28/2019 7:11 PM
17	The counselors and benefits	3/28/2019 6:29 PM
18	I like the counselors and the book vouchers the most.	3/28/2019 6:16 PM
19	Friendly and helpful counselors.	3/28/2019 6:08 PM
20	Counseling, tutoring, priority registration and the book voucher	3/28/2019 5:49 PM
21	Everything was just suitable and understanding	3/28/2019 5:16 PM
22	They're very Helpful	3/28/2019 5:02 PM
23	I like how you're able to print out things for classes unlimited without a limit on papers.	3/28/2019 4:33 PM
24	I like that everyone is very welcoming and nice to anyone who needs help. I also like that everyone is also supportive of any decisions the students want, when choosing majors.	3/28/2019 4:31 PM
25	It helps me to pick out the classes that I need for my major	3/28/2019 4:29 PM
26	Counseling and priority registration.	3/28/2019 4:27 PM
27	Tutoring and book vouchers	3/28/2019 4:26 PM
28	Friendly faces when you walk in the door.	3/28/2019 4:24 PM
29	Helpful	3/28/2019 4:21 PM
30	Book voucher, counselor help, tutoring	3/28/2019 4:20 PM
31	I really like how the counselors are very helpful and the other staff members answer every question I have and are super nice	3/27/2019 9:43 PM
32	It offered me a variety of services that were very convenient for me.	3/27/2019 11:40 AM

33	The guidance from the counselors concerning the comprehension study plan and transfer assistance.	3/23/2019 9:13 PM
34	They tried to help you succeed at school.	3/23/2019 11:06 AM
35	I don't know.	3/23/2019 9:19 AM
36	I have a great counselor, she is always treating me with respect, care, and kindness. I also like the fact that I was able to receive some book vouchers and scantrons. Also, be able to use the computer lab and printer. And the priority for registration is great too!	3/22/2019 4:08 PM
37	What I like about the EOPS program it that is is very helpful and supportive as well.	3/22/2019 10:49 AM
38	Help with book vouchers and getting your classes in order with counselors.	3/22/2019 9:13 AM
39	I like that I have a small space that I can come to and do my homework and get help if I need it. EOPS gives me the support that I need as a student at valley.	3/21/2019 10:33 PM
40	What I like about this program is that it’s very helpful.	3/21/2019 7:44 AM
41	Helpful	3/20/2019 7:08 PM
42	Anatomy	3/20/2019 5:08 PM
43	Counselors are always available and very helpful.	3/20/2019 4:19 PM
44	Everything	3/19/2019 10:15 PM
45	Honestly, the book voucher is totally helping me reach my goals. I like that you guys request an academic report, and good grades at the end, that way I know if I don’t get good grades, my pockets will bleed next semester.	3/19/2019 9:33 PM
46	The book vouchers and computer lab	3/19/2019 8:42 PM
47	Everything is great really!!! How they help you stay on stop of your education and if struggling they are also there with tutoring .	3/19/2019 8:36 PM
48	Every time I walk in there I always get the answer I need for a question and I like how they help you with getting your classes for the priority registration	3/19/2019 8:07 PM
49	everyone is very nice and very helpful.	3/19/2019 8:04 PM
50	They are helpful with questions and you can always have someone to talk to when needed the most.	3/19/2019 7:51 PM
51	It provides us with the necessary resources.	3/19/2019 7:42 PM
52	The computer lab and having the walk-in times.	3/19/2019 7:42 PM
53	Helpful	3/19/2019 6:41 PM
54	Food	3/19/2019 6:38 PM
55	Everything is just very suitable for everyone	3/19/2019 6:20 PM
56	I really love the environment of the EOPS office, they are alway welcoming!	3/19/2019 6:16 PM
57	I like the report cards because they let me know where i am at in the semester and what i need to work on for my final grade	3/19/2019 6:07 PM
58	Very helpful for students	3/19/2019 5:57 PM
59	They are helpful	3/19/2019 5:47 PM
60	The priority registration is the best! I always get my classes on time without crashing a course .	3/19/2019 5:33 PM
61	The thing that I like the most about the EOPS program is that my counselor is very kind and helps me.	3/19/2019 5:29 PM
62	That the services offered all around campus can be found in one place.	3/19/2019 5:27 PM
63	ALL STAFF INCLUDING STUDENT STAFF	3/19/2019 5:21 PM
64	Book vouchers	3/19/2019 5:19 PM
65	I need help to tutorial in a cinema	3/19/2019 5:17 PM

66	What I like about EOPS is that everyone is so caring and helpful. I can always count on them to answer my questions. I also like that they give vouchers for books, that is really helpful. In addition, they let me print my homework and worksheets all the time, and that helps me a lot since I don't have a printer.	3/19/2019 5:14 PM
67	Priority registration	3/19/2019 5:12 PM
68	Their support	3/19/2019 5:12 PM
69	I like it just that a lot of the times are inconvenient	3/19/2019 5:11 PM
70	The helpful staff and counselors. And before I maxed out the free scantrons, computer lab, and book vouchers are all things that were incredibly helpful and very missed.	3/19/2019 5:11 PM
71	I like everything.	3/7/2019 11:24 PM
72	Counseling. Because it is helping me to make right decisions about my career.	3/6/2019 9:29 AM
73	Staff, Tutors, Counselors. [redacted] who has helped me with my transition. Marisa who tutored me in Psychology. My counselors Alma and Miguel.	3/5/2019 10:03 AM
74	That they offer the services you need.	3/5/2019 10:00 AM
75	Most of the counselor are helpful and priority registeratioj is extremely helpful	3/4/2019 10:58 PM
76	What i truly enjoy and love about the EOPS PROGRAM is the welcoming amf family orientated environment they provide. Thr fact that i csn use the lab to print for free such as HW or essays. Also the fact that they offer math and english tutoring for up yo 30 or even 45 mins with great peer instructors who know thier subjects. Plus the $200 dillars book voucher dosen't hurt. Thank you EOPS or everything especially the great advice.	3/4/2019 8:40 PM
77	The computer lab	3/4/2019 7:03 PM
78	Help	3/4/2019 4:42 PM
79	I like the counseling most because it allows me to stay on track and know what classes I need to take.	3/4/2019 3:58 PM
80	It is very helpful and it's helped me keep my classes on track	3/4/2019 2:34 PM
81	My councilor and the help we get with book vouchers.	3/4/2019 2:04 PM
82	It provides us with helpful resources	3/4/2019 1:58 PM
83	How everything is set up for you to be in track and they are always willing to help when you aren't on track	3/4/2019 1:18 PM
84	What I like about EOPS is there are friendly staff member,counselor, that are there and ready to help for example tutor appointments and me. [redacted] or any other staff they recommend me to do rutoromg for the classes I struggle and the tutor [redacted] v. Is very helpful,and great communication and help me with the problems of statistic 101 I struggle and EOPS they give you a positive vibes that wants me to come in and learn new things even though i don't understand following steps also they are all EOPS they are supportive and chwrdful people that I have met and have made me think how tutor can make a change from not following behind and by improving little by little if I haven't met EOPS i would still have my GPA low and thabks to thoer support i am improving little by little	3/4/2019 1:00 PM
85	Counseling and the computer lab.	3/4/2019 12:25 PM
86	Book vaucher helps me lot.	3/4/2019 11:11 AM
87	They are extremely kind, (ALL OF THEM) encouraging and very helpful ALL THE TIME. It is very comfortable walking in there; even when it is very busy.	2/26/2019 12:37 PM
88	I am grateful with the very helpful assistance that I have gotten in English particularly.	2/16/2019 9:58 PM
89	I love the environment the staff is ver kind and helpful.	2/16/2019 9:31 PM
90	I love everything about the program. All of the counselors are amazing and so caring.	2/16/2019 12:35 AM
91	I like to get free tutoring.	2/15/2019 11:34 PM
92	Everithig	2/15/2019 11:59 AM

93	The staff genuinely cares about the students. Their support has assisted me tremendously and I am not sure what I would have done without the program.	2/15/2019 12:10 AM
94	How helpful the counselors are toward the student & try to help them to the best of their abilities.	2/14/2019 9:57 PM
95	They are welcoming and very helpful. They always find a way to help or direct you on the right path.	2/14/2019 3:04 PM
96	I like how every time you need help with a question or homework or other things they help you out.	2/14/2019 2:35 PM
97	There very kind	2/14/2019 1:56 PM
98	It is easier to see a counselor than with general counseling. All the counselors and staff I have met so far are very kind and helpful. The book vouchers also are a big help as well as priority registration.	2/14/2019 1:24 PM
99	It helps students a lot	2/14/2019 11:57 AM
100	Priority registration and book voucher	2/14/2019 11:32 AM
101	How helpful everyone is, whenever i have an issue they go above and beyond to help.	2/14/2019 11:15 AM
102	I like how the counselors are very kind, makes me feel welcomed	2/14/2019 11:03 AM
103	I like everything about it.	2/14/2019 10:49 AM
104	That it provides assistance financially with the cost of textbooks.	2/14/2019 10:42 AM
105	What I like the most EOPS program is that the two consouler are kind and they help me a lot when it comes to my classes, I also like the book voucher that the EOPS program offer. And the priority registration.	2/14/2019 10:39 AM
106	Priority registration and book voucher	2/14/2019 10:35 AM
107	They always keep me updated with events and remind me of deadlines	2/14/2019 10:32 AM
108	I really like the book voucher money and the counseling since the appointments were pretty quick even though it was one week apart.	2/14/2019 10:29 AM
109	People giving service making students feel welcome and assisted. Counseling is the best and the book voucher really helped	2/14/2019 10:14 AM

Q16 If there is one thing that you could change about EOPS, what would it be?

Answered: 82 Skipped: 138

#	RESPONSES	DATE
1	A place for self-study as in TRIO office.	4/2/2019 11:35 AM
2	Have more counselors	3/31/2019 12:35 AM
3	I would change the way appointments are scheduled because it could be a very long time to get an available	3/30/2019 10:27 AM
4	Nothing	3/30/2019 9:21 AM
5	Everything is very good.	3/30/2019 8:16 AM
6	I don’t think about it	3/28/2019 11:02 PM
7	I don’t think anything would change.	3/28/2019 10:53 PM
8	None.!	3/28/2019 8:40 PM
9	Non	3/28/2019 8:15 PM
10	Progress reports	3/28/2019 7:55 PM
11	None	3/28/2019 7:48 PM
12	I forget stuff, like the issue with not getting books because I did't register on time.... sims to me like politics / funds thing. :(	3/28/2019 7:11 PM
13	Nothing	3/28/2019 6:29 PM
14	Front Desk.	3/28/2019 6:08 PM
15	Include more tutoring for various subjects not just math and english, and include honors tutoring if possible	3/28/2019 5:49 PM
16	Phone availability for counseling. People work	3/28/2019 5:36 PM
17	Honestly nothing really since everything is working perfectly fine	3/28/2019 5:16 PM
18	Not sure	3/28/2019 5:02 PM
19	A way to help students out in having different copies of majors on the front desk, to know which classes to take for certain majors and what classes not to even consider. Not only for 1 major but a bunch of majors, especially for the students that are undecided.	3/28/2019 4:33 PM
20	That we can stay when we have over 60 units	3/28/2019 4:29 PM
21	Longer time period for priority registration.	3/28/2019 4:27 PM
22	I wouldn’t change anything.	3/28/2019 4:24 PM
23	Add more available time for counselor	3/28/2019 4:20 PM
24	I would want there to be more counselors because most of the time the counselors are booked and some people may have to wait up to a month for an appointment	3/27/2019 9:43 PM
25	Automatic schedules for seeing counselors twice a semester and each student assigned a particular counselor of their choice.	3/23/2019 9:13 PM
26	Yo make appointments un advance because most of the times it’s hard to get a 30 minutes appointment with the counselor since everything is full.	3/23/2019 11:06 AM
27	Nothing.	3/23/2019 9:19 AM
28	Tutoring for the science courses. And be able to help students who have reach out the semester that EOP covers, for example, I would like to keep seeing my counselor for my next years at valley.	3/22/2019 4:08 PM

29	If there is anything important enough that can get a student dropped, especially one who really needs this program, please go over it in the orientation	3/22/2019 9:13 AM
30	Not sure If I would even change anything.	3/21/2019 7:44 AM
31	More flexibility	3/20/2019 4:19 PM
32	no	3/20/2019 10:55 AM
33	I use the computer lab everyday, so I have to show my is everyday, kind of annoying	3/19/2019 9:33 PM
34	Nothing	3/19/2019 8:42 PM
35	No idea	3/19/2019 8:36 PM
36	Nothing really	3/19/2019 8:07 PM
37	they should hire more tutor because sometimes you go for help and there is not enough English tutor.	3/19/2019 8:04 PM
38	nothing.	3/19/2019 7:42 PM
39	Some of the rules regarding the Boucher books are really hard follow and they do not consider any exception, and real life is full of inconvenients and could be better experience for the students in general that EOpS consider the quality of student's achievement instead only the rules.	3/19/2019 7:40 PM
40	Nothing	3/19/2019 6:41 PM
41	N/A	3/19/2019 6:38 PM
42	Nothing much to be honest	3/19/2019 6:20 PM
43	Nothing	3/19/2019 6:07 PM
44	Less units to be eligible	3/19/2019 5:33 PM
45	I don’t know if I would’ve change something.	3/19/2019 5:29 PM
46	Nothing	3/19/2019 5:21 PM
47	Prior registrations	3/19/2019 5:19 PM
48	Walk in tutoring for math.	3/19/2019 5:14 PM
49	More availability to see counselors	3/19/2019 5:12 PM
50	Make sure people are more informed about the program	3/19/2019 5:12 PM
51	More notifications or like updates you know like just enough that the student is informed but not annoyed.	3/19/2019 5:11 PM
52	Nothing.	3/19/2019 5:11 PM
53	Tutoring on Saturday from 10 to 3 for Statistics/Math.	3/5/2019 10:03 AM
54	The time people are allowed to be late for their appointment.	3/5/2019 10:00 AM
55	Everything is really helpful and there isn’t anything I’d change for now	3/4/2019 10:58 PM
56	More counselors made available. More tutoring appointments instructors.	3/4/2019 8:40 PM
57	Nothing	3/4/2019 7:03 PM
58	More available counseling appointments	3/4/2019 4:42 PM
59	Nothings	3/4/2019 2:34 PM
60	Think everything is great	3/4/2019 1:18 PM
61	There is not one bit that EOPS should change there are fantastic and well supportive staff member that motivated students that are afraid to ask questions and needs help on the cousres that they have enrolled struggling in class like myself	3/4/2019 1:00 PM
62	Make a computer sign in available to students to enter the computer lab.	3/4/2019 12:25 PM
63	Nothing	3/4/2019 11:11 AM
64	That the computer room would be bigger,	2/26/2019 12:37 PM

65	One thing that I liked to change is to enlarge Thursday schedule such as Tuesday to have more time to finish my assignments.	2/16/2019 9:58 PM
66	I wouldn't change anything	2/16/2019 9:31 PM
67	I would extend office hours 8 am to 7 pm.	2/15/2019 11:34 PM
68	Nothig	2/15/2019 11:59 AM
69	That honor students get certain program exemptions, such as no progress report.	2/15/2019 12:10 AM
70	I think it would be for counselors to be able to meet with more students during the deadlines of counseling and for the walk ins if counselors can meet with more than what they're meeting with at the moment	2/14/2019 9:57 PM
71	There rules to being kicked out the program.	2/14/2019 3:56 PM
72	The tutoring rooms bigger or more private. My Anxiety kicks in when I see the room full and everyone can hear your session.	2/14/2019 3:04 PM
73	Wish there wasn't that much stairs to go to the office	2/14/2019 2:35 PM
74	Apoitment availability	2/14/2019 1:56 PM
75	Nothing	2/14/2019 11:32 AM
76	Some of the student workers have a rude attitude and it's honestly very annoying	2/14/2019 11:03 AM
77	Nothing	2/14/2019 10:49 AM
78	To help cover books online that are not able to be bought at the student store.	2/14/2019 10:42 AM
79	nothing	2/14/2019 10:39 AM
80	Honestly nothing because everything that EOPS does is very helpful.	2/14/2019 10:35 AM
81	It would be really good if there are personal or semi personal mentors for the first year students. If a mentor can't just be for one student then it could be for 5-10 students.	2/14/2019 10:29 AM
82	The policy for the book voucher. For students enrolling into honors classes, its a different process and it may take longer to add than regular courses but that shouldn't affect the fact on how you obtain the book voucher card.	2/14/2019 10:14 AM