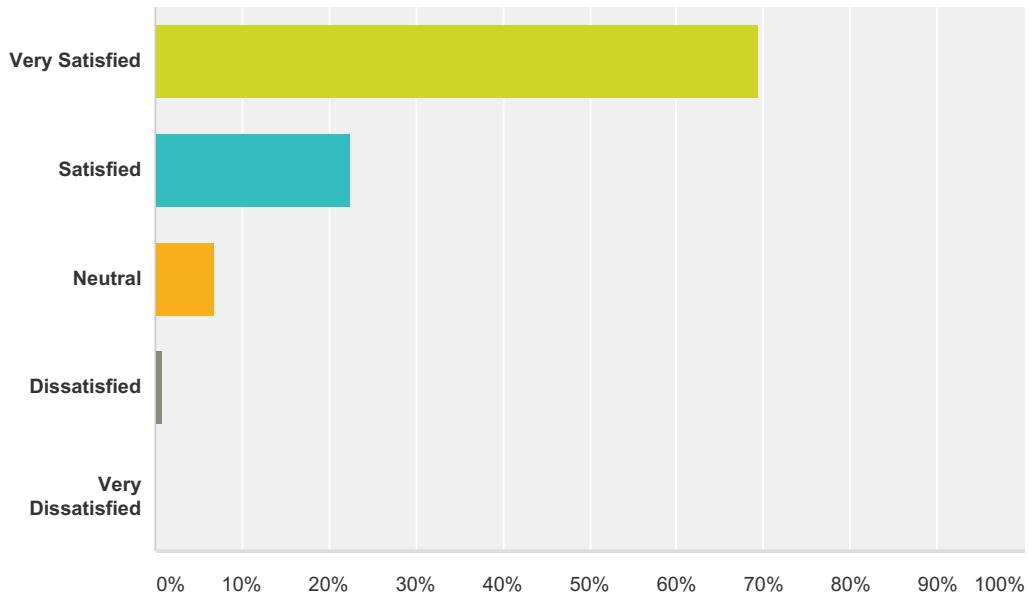


Q2 Overall, how satisfied are you with EOPS Services?

Answered: 115 Skipped: 3



Answer Choices	Responses
Very Satisfied	69.57% 80
Satisfied	22.61% 26
Neutral	6.96% 8
Dissatisfied	0.87% 1
Very Dissatisfied	0.00% 0
Total	115

EOPS Student Satisfaction Survey, Spring 2014

Q3 You responded that you are satisfied or very satisfied. Please tell us why.

Answered: 91 Skipped: 27

#	Responses	Date
1	They were helpful when I needed it and clarified and helped me understand when I asked for it. They also offer a lot of help for me to pass all my classes	9/1/2014 11:38 PM
2	They provide counselor, tutor, computer lab, vouchers, and very friendly staff.	8/17/2014 7:08 PM
3	I got good counseling and priority registration.	8/17/2014 5:49 PM
4	The counselors are able to help me with questions regarding my education plan and EOPS has helped me with other services/workshops.	8/13/2014 6:40 PM
5	very helpful staff, nice and caring environment to focus and get motivated	8/5/2014 10:44 AM
6	because all the counselors are really good at their job to guide us towards the path we want to walk on :) (Career)	7/28/2014 9:01 AM
7	The EOPS program has helped me out in so many ways, whether it be financially or academically.	7/25/2014 12:25 PM
8	I am satisfied because EOPS meets my counseling needs. And provides us is with free tutoring and makes information available to us that we may not have been aware of via emails and posted notices.	7/24/2014 1:05 PM
9	Everyone is so helpful and the counselors guide me in the right direction. I know that I will be able to transfer within a couple of years due to the right guidance.	7/22/2014 4:50 PM
10	EVERYBODY IS SMART AND HELPFUL	7/22/2014 8:59 AM
11	priority registration, counseling services, and book vouchers.	7/20/2014 11:53 AM
12	The counseling and advice is wonderful and they really care for your success as a student! !	7/17/2014 9:30 AM
13	They help us a lot	7/16/2014 10:40 PM
14	Everyone went up and beyond their job description to assist students in every way and encourage students to pursue their educational goals.	7/15/2014 6:00 PM
15	help you a lot	7/15/2014 2:45 PM
16	EOPS make sure a student in their program have all the tools to succeed It's made a difference in my studies.	7/14/2014 8:11 PM
17	I am satisfied but I think that EOPS consolders need to have more time for their appointments	7/14/2014 5:51 PM
18	I like the access to the counselors. The help with books and scantrons is great and the early registration is a bonus	7/14/2014 5:48 PM
19	Great program! It gives opportunities to students so that they may be successful.	7/13/2014 3:57 PM
20	This program does a great job in helping students meet their educational goals, provide tutoring services for students, and the program strives to having meetings with a counselor accessible for students. The counselors and staff in this program are helpful, patient, and knowledgeable.	7/13/2014 1:50 PM
21	they have been helpful especially	7/13/2014 12:59 AM
22	EOPS provided me with outstanding counseling services, and ensured that I was taking the classes necessary to get my Associates degree in Accounting. I would have been lost without their help.	7/12/2014 12:47 PM
23	Because finally I am getting the classes that I need to reach my goal quickly.	7/10/2014 8:13 PM
24	I get the service that i need and they help me with school and the staff are very nice people.	7/10/2014 2:53 PM
25	The counselors are very helpful and clear with they advice you to do.	7/10/2014 8:41 AM
26	The computer lab and tutoring sessions were always available to me so it was easy to reach out for help if I was struggling in class.	7/9/2014 10:02 PM

EOPS Student Satisfaction Survey, Spring 2014

27	Because it is a great help on my decisions regarding my education, having the counselor advised it is very helpful.	7/9/2014 6:47 PM
28	i get a lot of support from eops	7/9/2014 11:32 AM
29	i have a conversation with the censor	7/9/2014 10:34 AM
30	Excellent service. Amazing counselors. Great tutors.	7/9/2014 12:20 AM
31	It is very useful getting the opportunity to speak with a counselor at any time and also being able to get tutored.	7/9/2014 12:10 AM
32	I like their programs	7/8/2014 10:36 PM
33	The book voucher is really a life saver. The counselors are very nice and helpful. The tutors are always happy to help the students.	7/8/2014 9:50 PM
34	i like how there is so many available tutors for different subjects, and how the counselors work as a team to help students and most of all i like the service there.	7/8/2014 9:44 PM
35	Very outstanding support	7/8/2014 5:53 PM
36	satisfied	7/8/2014 5:29 PM
37	I got advice and guidance when I asked for it. I like the help in registering for classes	7/8/2014 4:59 PM
38	They provided me all the help I needed	7/8/2014 3:33 PM
39	I am very satisfied with EOPS because we get benefits from it like talking to our counselor for 30 minutes or an hour and helping us with what classes we need and there being tutoring if we need help. I am very happy with EOPS.	7/8/2014 1:52 PM
40	I get the help i need when i need it, and i dont have the stresses of having to crash classes	7/8/2014 12:45 PM
41	Counselors are very helpful and attentive to every need. Tutoring is available.	7/8/2014 12:15 PM
42	Great service.	7/8/2014 11:23 AM
43	They're very helpful	7/8/2014 10:52 AM
44	They always answer my questions whether they are very simple or not.	7/8/2014 10:47 AM
45	they help you with any help you need.	7/8/2014 10:40 AM
46	There is always someone available to help and answer questions, which makes things easier to pursue a college education.	7/8/2014 10:30 AM
47	I was able to excel to the next level of math in my career path. To the staff and every member of this organization Thank you so much	7/8/2014 10:13 AM
48	Great counselors	7/8/2014 9:59 AM
49	EOPs has made my experience in college much easier then I would have ever imagined. From the awesome counselors and book waivers have made me more economically more confident at school, the book aid helps me be more prepared.	7/8/2014 9:53 AM
50	I didn t have any problem	7/8/2014 9:22 AM
51	always help student very well. good taking care. always think about student.	7/8/2014 9:07 AM
52	I receive assistance in most of my academic concerns.	7/8/2014 9:03 AM
53	They answer your questions and always have a smile in their face. They are very polite and kind.	7/8/2014 8:31 AM
54	Besides all the resources eops offers, goes beyond her way to accommodate students for tutoring. Shes awesome!!	7/8/2014 8:30 AM
55	staff is extremely helpful, are available for questions and tutoring when needed.	6/4/2014 2:31 PM
56	Because I meet with counselors that help me pick the right classes.	5/29/2014 10:23 AM
57	Counselors are extremely helpful with planning out schedules.	5/28/2014 1:30 AM

EOPS Student Satisfaction Survey, Spring 2014

58	Because they have everything in one you can always talk to your counselor, use the lab, also plan your classes and Eops has tutors that are available just that hopefully there are more available longer times because depending on the subject there are some that are booked or not working on the days that I need a tutor. But the center is amazing and the staff as well thanks a lot	5/15/2014 11:34 PM
59	They are very patient and tell me what I need to do and are very clear in what needs to be done	5/12/2014 7:22 PM
60	They have helped me in setting up a plan for my future and the EOPS faculty have been more than helpful in the midst of tough circumstances through the semester. They have been awesome! Thank you!	5/12/2014 3:31 PM
61	the staff is very nice and very helpfull	5/9/2014 4:45 PM
62	The service of EOPS is very important for student.	5/7/2014 7:23 PM
63	I am satisfied because although the book voucher was not a huge amount, it did help out along with the scan trons given during the fall semester. The counseling was helpful as well.	5/6/2014 10:55 PM
64	Provide us with good consolors.	5/6/2014 10:18 PM
65	because i receive a lot of help	5/4/2014 7:54 PM
66	I'm satisfied because they have helped me succeed in my career . All the great benefits are a huge help!	5/3/2014 7:11 PM
67	Very satisfied!	5/3/2014 9:51 AM
68	the personal working in office is very nice	5/2/2014 4:09 PM
69	I have a hard time turning in my progress report on time. Therefore I'm locked out of book vouchers every year even though my grades are outstanding. See for yourself.	5/2/2014 1:17 PM
70	A very friendly and very informative staff , always has the answers to my questions and I personally like the counseling service to keep me on the right path.	5/2/2014 1:11 PM
71	Great friendly staff. good one on one counseling services. The tutors are friendly and helpful. Good environment	5/2/2014 12:14 PM
72	I am satisfied because I get priority registration, excellent English tutor -April, and ability to print paper for free. Also is very nice! and I won my first ever scholarship.	5/1/2014 10:59 PM
73	Because there were sufficient help and support available	5/1/2014 10:51 PM
74	All the services that I need are found in the program.	5/1/2014 10:33 PM
75	I get priority registration, book vaucher, they have tutors , acess to computers.	5/1/2014 12:28 PM
76	Staff is friendly and they know what they are doing.	5/1/2014 11:41 AM
77	because i get all the help with tutoring that i need, i can see the councler when i have questions.	5/1/2014 11:06 AM
78	Counselors and resources offered are amazing! I'm more than thankful!	5/1/2014 9:59 AM
79	they do everything on time	5/1/2014 9:39 AM
80	The assistance they offer helps tremendously, both financially and on campus.	5/1/2014 12:53 AM
81	Thanks EOPS I will graduate on the end this semester	4/30/2014 11:43 PM
82	Because they care about their students and remind us everything	4/30/2014 11:01 PM
83	This program helps and encourage all students	4/30/2014 9:50 PM
84	Tremendous amount of resources and support to help achieve one's goals and succeed.	4/30/2014 9:49 PM
85	Because EOPS cares about helping us students who need a hand to succeed in college.	4/30/2014 9:44 PM
86	The individuals in the EOPS office are more helpful and competent than in other offices which include Administration, Counseling and Financial Aid.	4/30/2014 9:31 PM
87	I am very satisfied with the services provided such as mandatory counseling, access to computer lab, and free tutoring.	4/30/2014 8:33 PM
88	They are very helpful with scheduling classes. Everyone in that office is so polite and friendly. The counselors had kind and can help with any questions you may have. EOPS is very helpful especially with the book vouchers.	4/30/2014 7:42 PM

EOPS Student Satisfaction Survey, Spring 2014

89	EOPs has been very fundamental for me as a student and has helped me in the long run. It keeps me motivated as well and whatever I need I know I could count on them. My Eops counselor has been very helpful by making a SEP for me and being available when I need help. Thank you EOPS!	4/30/2014 5:18 PM
90	Level of communication and positive attitude	4/30/2014 5:10 PM
91	their counselors and resources are very helpful and their availability is great.	4/30/2014 5:01 PM

EOPS Student Satisfaction Survey, Spring 2014

Q4 You responded that you are dissatisfied or very dissatisfied with EOPS services. Please tell us why.

Answered: 31 Skipped: 87

#	Responses	Date
1	Not at all they provide help in every way	8/17/2014 7:09 PM
2	I'm very satisfied!!!!	8/5/2014 10:44 AM
3	N/A	7/22/2014 8:59 AM
4	This survey should make sure all the kinks are worked out. I checked Very Satisfied !!!! With a reason as to why I w as SATISFIED.	7/15/2014 6:02 PM
5	People are nice and helpful!	7/14/2014 11:10 AM
6	N/A	7/13/2014 3:57 PM
7	I am not dissatisfied at all.	7/10/2014 8:13 PM
8	EOPS staff has a bad attitude. An counselor I had refused to answer any questions. It was the meanest experience I have ever had	7/9/2014 9:09 PM
9	no, are you kitting I don't even said that!	7/9/2014 6:47 PM
10	No, that was no my anwser, I'm very please by them	7/8/2014 5:54 PM
11	satisfied	7/8/2014 5:29 PM
12	I am very satisfied with EOPS members' services. They all are very kind and polite.	7/8/2014 3:35 PM
13	NA	7/8/2014 12:45 PM
14	none	7/8/2014 10:40 AM
15	The tutoring services make things easier ..	7/8/2014 10:30 AM
16	I'm actually very satisfied with EOPs	7/8/2014 10:01 AM
17	No	7/8/2014 9:23 AM
18	everything is really good	7/8/2014 9:09 AM
19	I did not respond dissatisfied.	7/8/2014 9:03 AM
20	Not dissatisfied	5/28/2014 1:30 AM
21	no I am not dissatisfied	5/15/2014 11:34 PM
22	the service is very nice	5/2/2014 4:10 PM
23	I would like a book voucher. I also would like the office have progress reports readily available to be picked up I don't have a printer.	5/2/2014 1:18 PM
24	Good Staff, Great services. All friendly and helpful. Counseling appointments helpful	5/2/2014 12:15 PM
25	I did not responed that	5/1/2014 10:59 PM
26	None	5/1/2014 10:51 PM
27	I am VERY SATISFIED	4/30/2014 9:44 PM
28	I am in no way dissatisfied with EOPS services.	4/30/2014 9:31 PM
29	N/a	4/30/2014 8:33 PM

EOPS Student Satisfaction Survey, Spring 2014

30	I did not say I was dissatisfied	4/30/2014 5:10 PM
31	I'm not dissatisfied at all, EOPS is a great program.	4/30/2014 5:01 PM

EOPS Student Satisfaction Survey, Spring 2014

Q5 Please rate the helpfulness of the following EOPS Services:

Answered: 106 Skipped: 12

	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	Did not Use	Total
Workshops	34.95% 36	27.18% 28	3.88% 4	0.00% 0	33.98% 35	103
Counseling	80.19% 85	17.92% 19	0.94% 1	0.94% 1	0.00% 0	106
Transfer Assistance	52.83% 56	14.15% 15	4.72% 5	0.00% 0	28.30% 30	106
Career Assistance	46.23% 49	16.98% 18	4.72% 5	0.00% 0	32.08% 34	106
Employment Assistance	27.88% 29	15.38% 16	7.69% 8	0.00% 0	49.04% 51	104
Tutoring	59.05% 62	16.19% 17	4.76% 5	0.00% 0	20.00% 21	105
Priority Registration	91.51% 97	6.60% 7	0.00% 0	0.00% 0	1.89% 2	106
Book Vouchers	90.48% 95	6.67% 7	0.00% 0	0.00% 0	2.86% 3	105
Progress Cards	66.98% 71	16.04% 17	11.32% 12	0.00% 0	5.66% 6	106
Newsletter	55.66% 59	23.58% 25	4.72% 5	0.00% 0	16.04% 17	106
Calendar of Activities	60.95% 64	19.05% 20	5.71% 6	0.00% 0	14.29% 15	105

Q6 If you responded that any of the services offered by EOPS were not helpful, please tell us why.

Answered: 5 Skipped: 113

#	Responses	Date
1	N/A	7/13/2014 4:01 PM
2	The counselor did not listen to my transferring plan, but made one for me. I did not follow it	7/9/2014 9:13 PM
3	all time is ok.	7/9/2014 10:59 AM
4	perfect program. perfect staffs.	7/8/2014 9:13 AM
5	the program is important for me. because before I am a lot confuse on my major. my counseling she have answer for many questions	5/2/2014 4:15 PM

EOPS Student Satisfaction Survey, Spring 2014

Q7 How much do you agree with the following statements:

Answered: 106 Skipped: 12

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
I feel welcome when I come to EOPS.	76.42% 81	22.64% 24	0.00% 0	0.94% 1	106	8.13
I feel the EOPS staff gives clear explanation about qualifications and rules.	75.47% 80	23.58% 25	0.94% 1	0.00% 0	106	8.05
I receive prompt and courteous service from the EOPS staff.	72.64% 77	26.42% 28	0.00% 0	0.94% 1	106	7.83
I get my questions answered when I seek help from EOPS staff.	73.58% 78	25.47% 27	0.94% 1	0.00% 0	106	7.90
The counselor clearly explained the classes I needed for my major.	83.02% 88	15.09% 16	0.94% 1	0.94% 1	106	8.67
The counselor saw me on time.	81.13% 86	16.98% 18	0.00% 0	1.89% 2	106	8.53
The counselor was kind and caring.	82.08% 87	16.98% 18	0.00% 0	0.94% 1	106	8.58
I know how to qualify for a textbook voucher.	82.08% 87	17.92% 19	0.00% 0	0.00% 0	106	8.57

EOPS Student Satisfaction Survey, Spring 2014

Q8 If you disagree or strongly disagree with any of the statements about EOPS in the question above, please tell us why.

Answered: 8 Skipped: 110

#	Responses	Date
1	N/A	7/13/2014 4:01 PM
2	EOPS is very clear on instructions and follows up with reminders.	7/8/2014 9:06 AM
3	The EOPS faculty was very welcoming making everything else easier to ask about or for.	5/6/2014 11:03 PM
4	I am not disagree	5/2/2014 4:15 PM
5	Everything mentioned above was fully explained to me by an eops member or my counselor and has been very helpful for me.	5/2/2014 1:16 PM
6	i disagree	5/1/2014 9:43 AM
7	I only get straight answers from staff, not student workers. Student workers give me a run-around.	4/30/2014 8:31 PM
8	Late counselor to an already late appointment	4/30/2014 5:15 PM

**Q9 How did you find out about EOPS?
(mark all that apply)**

Answered: 106 Skipped: 12

Answer Choices	Responses
From a friend or relative	60.38% 64
From Valley College's EOPS outreach	33.02% 35
From a high school counselor/teacher	3.77% 4
From a Valley College's instructor/staff	10.38% 11
Other (please specify):	9.43% 10
Total Respondents: 106	

#	Other (please specify):	Date
1	Other Students	7/15/2014 6:05 PM
2	another college	7/9/2014 11:35 AM
3	Lavc website	7/8/2014 10:03 AM
4	CalWORKs office	7/8/2014 9:13 AM
5	Walked in and got information	5/15/2014 11:42 PM
6	cal-works	5/4/2014 7:56 PM
7	Walk in	5/2/2014 1:20 PM
8	Prior enrollment at LAVC	4/30/2014 9:35 PM
9	LAVC website	4/30/2014 8:31 PM
10	School Orientation	4/30/2014 7:48 PM

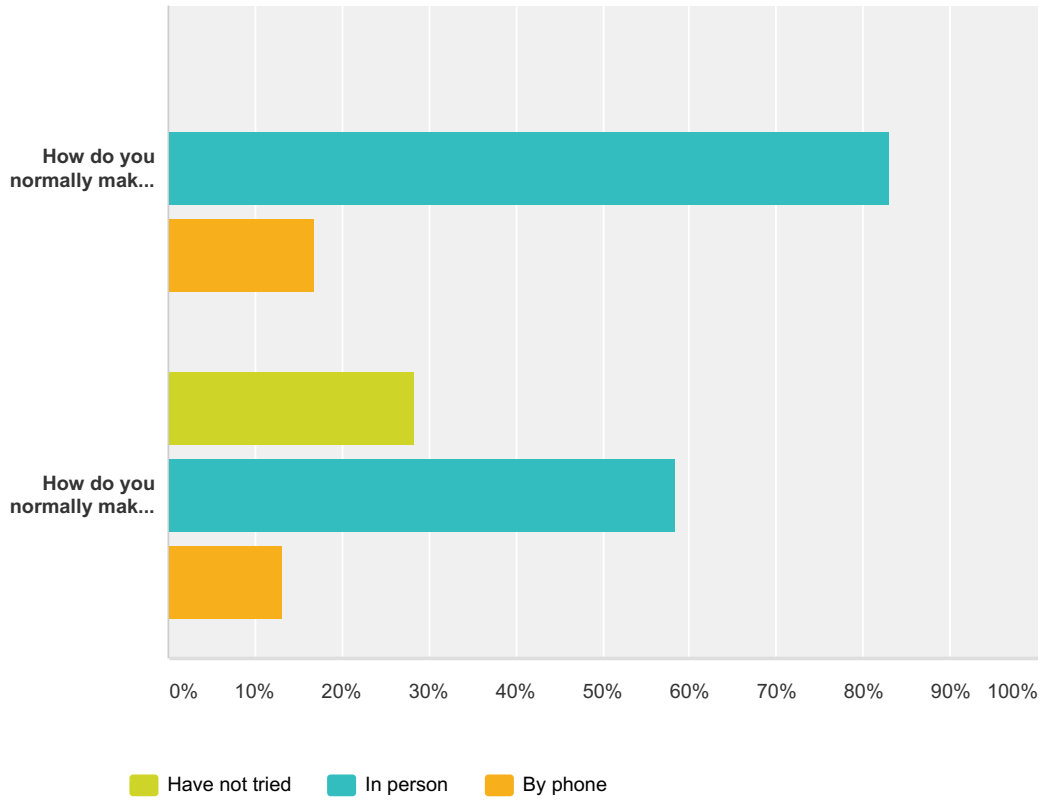
Q10 Please respond yes or no to the following statements.

Answered: 106 Skipped: 12

	Yes	No	Total
EOPS counseling appointment's are readily available.	87.74% 93	12.26% 13	106
EOPS counseling appointments are available during convenient hours.	89.62% 95	10.38% 11	106
EOPS tutoring appointments are readily available.	91.51% 97	8.49% 9	106
EOPS tutoring appointments are available during convenient hours.	91.51% 97	8.49% 9	106

Q11 Please answer the following questions.

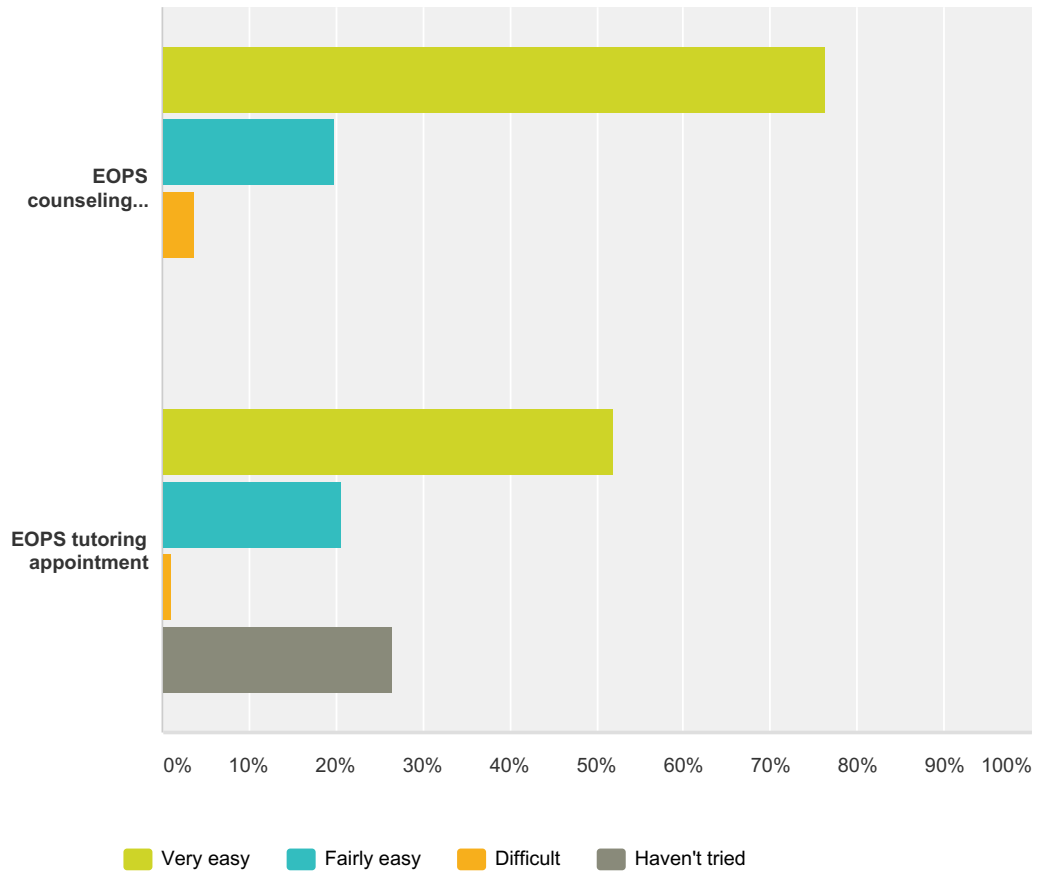
Answered: 106 Skipped: 12



	Have not tried	In person	By phone	Total
How do you normally make an appointment to see an EOPS counselor?	0.00% 0	83.02% 88	16.98% 18	106
How do you normally make an appointment to see an EOPS tutor?	28.30% 30	58.49% 62	13.21% 14	106

Q12 Please tell us how easy it was to make an appointment.

Answered: 106 Skipped: 12



	Very easy	Fairly easy	Difficult	Haven't tried	Total
EOPS counseling appointment	76.42% 81	19.81% 21	3.77% 4	0.00% 0	106
EOPS tutoring appointment	51.89% 55	20.75% 22	0.94% 1	26.42% 28	106

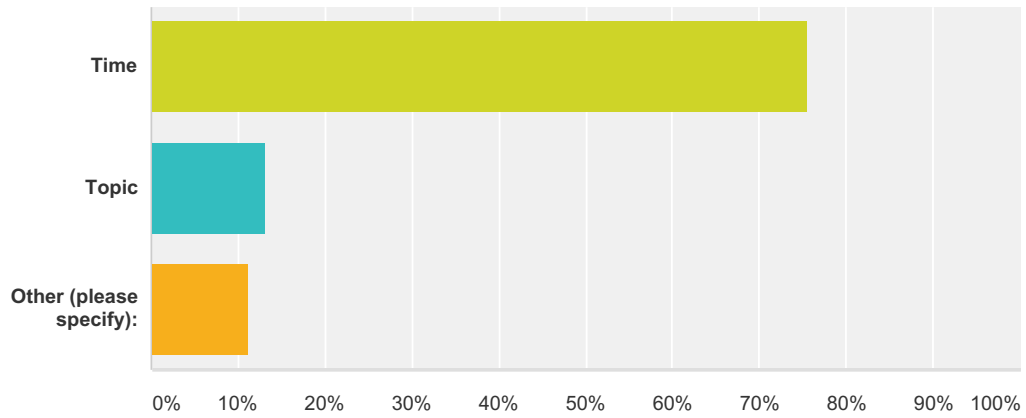
Q13 If you would attend a workshop which hours would be most convenient? (mark all that apply)

Answered: 106 Skipped: 12

Answer Choices	Responses	
Monday Morning (9:00 am – 11)	32.08%	34
Monday Afternoon (1:00 pm – 3)	34.91%	37
Monday Evening (5:00 pm – 7)	13.21%	14
Tuesday Morning (9:00 am – 11)	21.70%	23
Tuesday Afternoon (1:00 pm – 3)	28.30%	30
Tuesday Evening (5:00 pm – 7)	16.98%	18
Wednesday Morning (9:00 am – 11)	25.47%	27
Wednesday Afternoon (1:00 pm – 3)	30.19%	32
Wednesday Evening (5:00 pm – 7)	10.38%	11
Thursday Morning (9:00 am – 11)	21.70%	23
Thursday Afternoon (1:00 pm – 3)	31.13%	33
Thursday Evening (5:00 pm – 7)	18.87%	20
Friday Morning (9:00 am – 12)	49.06%	52
Total Respondents: 106		

Q14 What would prevent you from attending a workshop?

Answered: 106 Skipped: 12



Answer Choices	Responses	
Time	75.47%	80
Topic	13.21%	14
Other (please specify):	11.32%	12
Total		106

#	Other (please specify):	Date
1	I have to pick up my middle school son from school	7/22/2014 4:53 PM
2	if i forget the work shop time.	7/8/2014 9:51 PM
3	Did not use	7/8/2014 10:03 AM
4	if I have a friday class its from 9 to 12 pm but a later one will be better	5/15/2014 11:42 PM
5	Child care	5/2/2014 1:16 PM
6	kids	5/1/2014 12:32 PM
7	work	5/1/2014 10:01 AM
8	Transportation	4/30/2014 9:48 PM
9	Class Schedule	4/30/2014 9:35 PM
10	Personal or family issue	4/30/2014 7:48 PM
11	work	4/30/2014 5:22 PM
12	Class time conflict with the workshop time	4/30/2014 5:15 PM

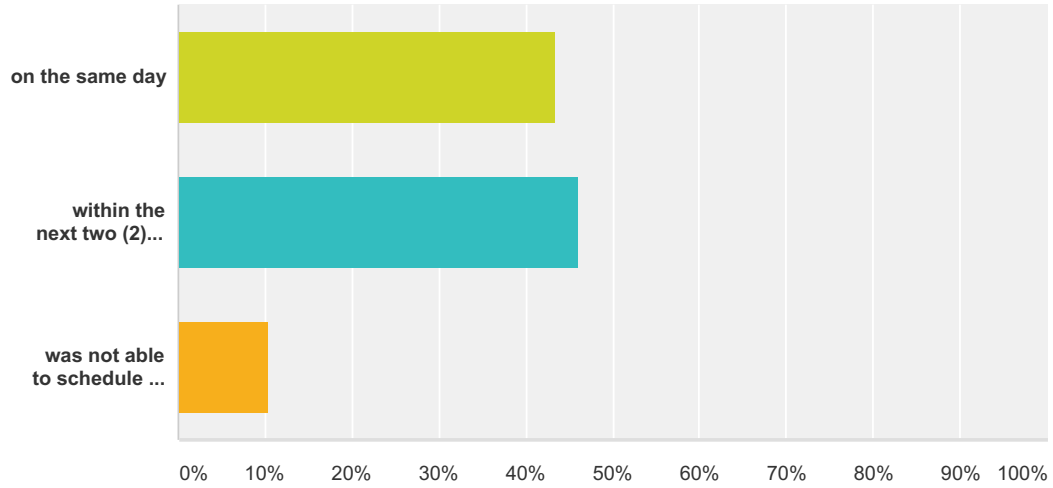
Q15 When you schedule an EOPS counseling appointment or service, would it be helpful to receive a reminder phone call from EOPS?

Answered: 106 Skipped: 12

	Yes	No	Total
EOPS counseling appointments	96.23% 102	3.77% 4	106
EOPS workshops	83.02% 88	16.98% 18	106
EOPS tutoring appointments	85.85% 91	14.15% 15	106

Q16 The last time that you tried to see an EOPS counselor immediately, how soon were you able to see a counselor.

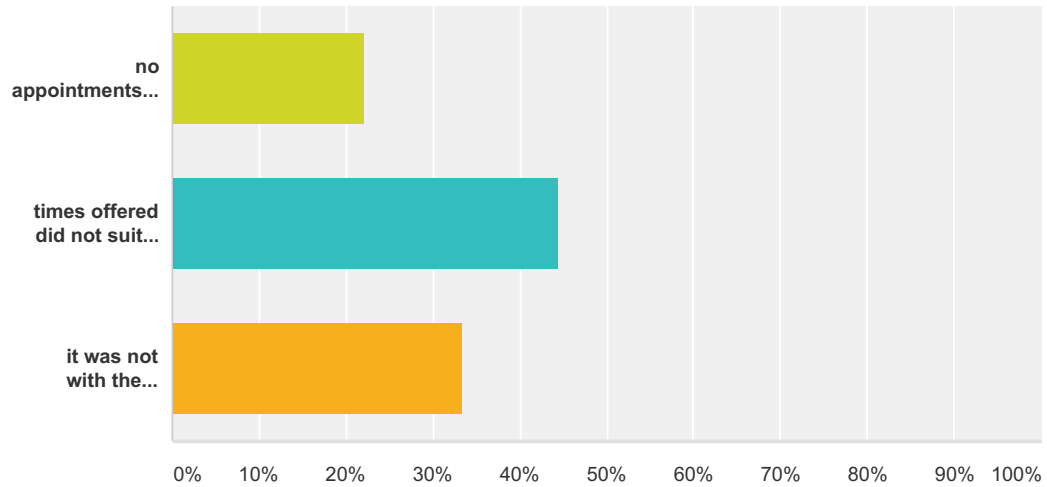
Answered: 106 Skipped: 12



Answer Choices	Responses
on the same day	43.40% 46
within the next two (2) days	46.23% 49
was not able to schedule an appointment	10.38% 11
Total	106

Q17 Please skip this question, if you were able to see a counselor on the same day or within 2 days. If you were unable to schedule an appointment, then why not?

Answered: 9 Skipped: 109



Answer Choices	Responses
no appointments were available	22.22% 2
times offered did not suit my schedule	44.44% 4
it was not with the counselor that I wanted to see	33.33% 3
Total	9

#	Other (please specify)	Date
1	All of the above	7/8/2014 8:33 PM

Q18 How far in advance did you make your last 30-minute counseling appointment?

Answered: 100 Skipped: 18

Answer Choices	Responses	
1-5 days	18.00%	18
1-2 weeks	21.00%	21
2-3 weeks	25.00%	25
3-4 weeks	14.00%	14
1 month or longer	22.00%	22
Total		100

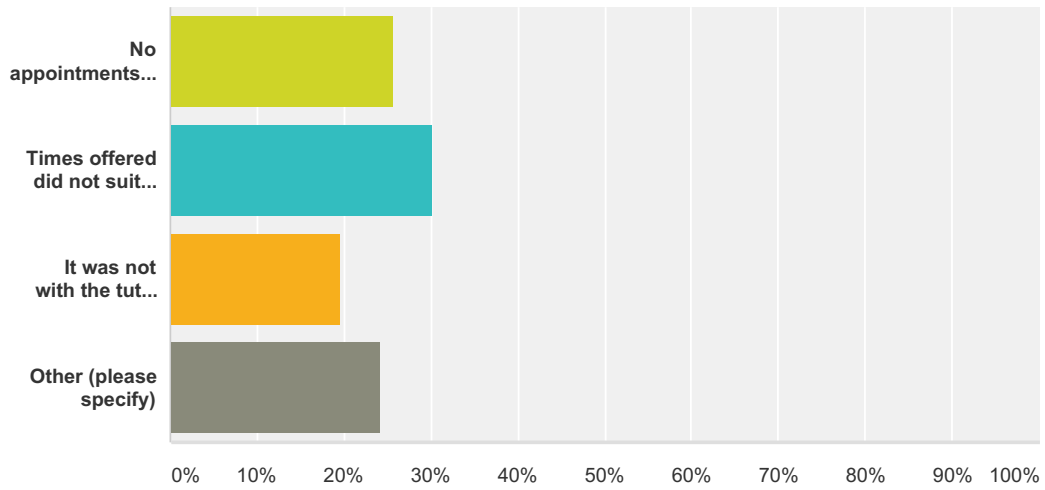
Q19 The last time you tried to see an EOPS tutor, were you able to see a tutor within any of the time periods listed below?

Answered: 99 Skipped: 19

Answer Choices	Responses	
1-5 days	39.39%	39
1-2 weeks	15.15%	15
2-3 weeks	6.06%	6
3-4 weeks	2.02%	2
1 month or longer	0.00%	0
Have not tried	37.37%	37
Total		99

Q20 If you were not able to see a EOPS tutor, then why not?

Answered: 66 Skipped: 52



Answer Choices	Responses
No appointments available	25.76% 17
Times offered did not suit my schedule	30.30% 20
It was not with the tutor that I wanted to see	19.70% 13
Other (please specify)	24.24% 16
Total	66

#	Other (please specify)	Date
1	N/A	7/21/2014 2:44 AM
2	The tutor had a family problem	7/14/2014 8:20 PM
3	I Have not tried.	7/10/2014 8:54 AM
4	been able to see one	7/9/2014 10:06 PM
5	No tutor for my subject	7/8/2014 8:37 PM
6	didn't try	7/8/2014 3:42 PM
7	I forgot the time of tutoring appt.	7/8/2014 11:46 AM
8	I haven't used the tutoring services.	7/8/2014 10:08 AM
9	I didn t need tutor	7/8/2014 9:28 AM
10	Have not tried.	5/12/2014 3:34 PM
11	i never had this problem	5/9/2014 4:51 PM
12	not applcable	5/6/2014 11:07 PM
13	-	5/1/2014 12:57 AM
14	Have not tried	4/30/2014 9:52 PM

EOPS Student Satisfaction Survey, Spring 2014

15	N/A	4/30/2014 8:34 PM
16	I did not try	4/30/2014 5:24 PM

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Q21 In addition to English and math, what other subjects would you like tutoring?

Answered: 100 Skipped: 18

#	Responses	Date
1	biology	9/1/2014 11:51 PM
2	Astronomy	8/17/2014 7:22 PM
3	The Sciences and /or Government	8/13/2014 6:45 PM
4	chemistry	8/5/2014 10:50 AM
5	Biology, chemistry, anatomy.	7/25/2014 12:33 PM
6	Biology.	7/24/2014 1:12 PM
7	No other subject.	7/22/2014 4:56 PM
8	ACCOUNTING	7/22/2014 9:04 AM
9	Health	7/21/2014 3:40 PM
10	N/A	7/21/2014 2:44 AM
11	none	7/20/2014 11:57 AM
12	Biology	7/17/2014 9:37 AM
13	Chemistry	7/16/2014 10:49 PM
14	maybe	7/15/2014 9:42 PM
15	Maybe	7/15/2014 9:29 PM
16	Spanish	7/15/2014 6:08 PM
17	comp	7/15/2014 3:24 PM
18	computer science	7/15/2014 2:10 PM
19	nothing	7/14/2014 8:20 PM
20	CAOT	7/14/2014 5:59 PM
21	Biology	7/14/2014 5:55 PM
22	NON	7/14/2014 3:42 PM
23	Accounting	7/14/2014 11:15 AM
24	stats and psychology	7/13/2014 4:04 PM
25	The sciences (physical and social)	7/13/2014 2:53 PM
26	math	7/12/2014 7:48 PM
27	Accounting	7/12/2014 12:54 PM
28	caot	7/11/2014 12:34 PM
29	Biology,	7/10/2014 8:23 PM
30	Biology	7/10/2014 2:59 PM
31	Sociology	7/10/2014 8:54 AM
32	Psychology	7/9/2014 10:06 PM

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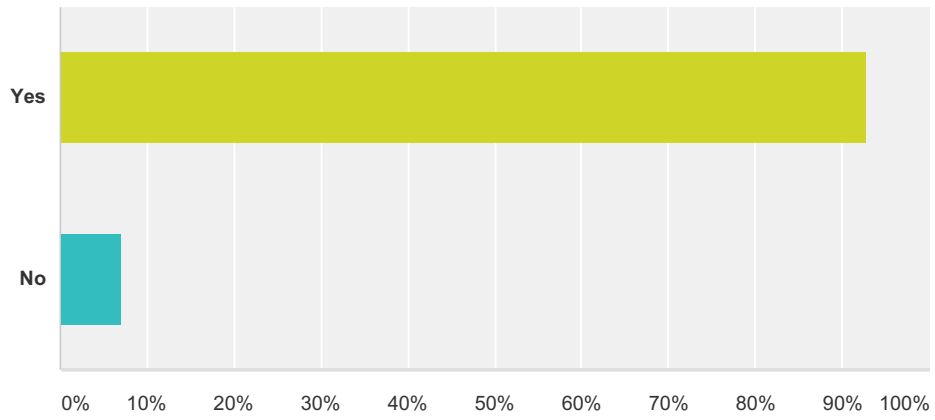
33	Only English and math	7/9/2014 9:15 PM
34	pol sci	7/9/2014 7:06 PM
35	communication	7/9/2014 6:57 PM
36	accounting	7/9/2014 11:36 AM
37	computer	7/9/2014 11:17 AM
38	Speech	7/9/2014 12:49 AM
39	T.E.A.S exams	7/9/2014 12:25 AM
40	Chemistry	7/9/2014 12:15 AM
41	Accounting	7/8/2014 11:08 PM
42	Programming	7/8/2014 10:08 PM
43	history 86, physical science	7/8/2014 9:58 PM
44	None	7/8/2014 8:37 PM
45	None	7/8/2014 6:01 PM
46	none	7/8/2014 5:35 PM
47	Accounting	7/8/2014 3:42 PM
48	Biology	7/8/2014 2:03 PM
49	Biology, Italian	7/8/2014 12:21 PM
50	Spanish	7/8/2014 11:46 AM
51	Biology	7/8/2014 11:28 AM
52	Anatomy	7/8/2014 11:03 AM
53	anatomy and history	7/8/2014 10:44 AM
54	Microsoft office..	7/8/2014 10:38 AM
55	Political science	7/8/2014 10:19 AM
56	History	7/8/2014 10:08 AM
57	N/A	7/8/2014 10:06 AM
58	English	7/8/2014 9:28 AM
59	all classes	7/8/2014 9:18 AM
60	Science	7/8/2014 9:07 AM
61	Spanish	7/8/2014 8:39 AM
62	none	6/4/2014 2:39 PM
63	I don't know.	5/29/2014 10:31 AM
64	Anatomy	5/28/2014 1:36 AM
65	Biology,chemistry and physiology the classes that are mostly required to transfer	5/15/2014 11:48 PM
66	Science	5/12/2014 7:27 PM
67	Spanish	5/12/2014 3:34 PM
68	psychology	5/9/2014 4:51 PM
69	Computer and Accounting	5/7/2014 7:31 PM
70	not applicabe	5/6/2014 11:07 PM

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71	Anatomy	5/6/2014 10:22 PM
72	science	5/5/2014 3:38 PM
73	sociology	5/4/2014 7:58 PM
74	stats	5/3/2014 7:19 PM
75	Anatomy	5/3/2014 9:55 AM
76	she helping me on English class, is nice, explain many times my questions	5/2/2014 4:20 PM
77	None.	5/2/2014 1:22 PM
78	Chemistry	5/2/2014 1:20 PM
79	science	5/2/2014 12:18 PM
80	computer science	5/1/2014 11:05 PM
81	Accounting, economics, science, philosophy	5/1/2014 10:56 PM
82	Chemistry	5/1/2014 10:38 PM
83	Bio 3	5/1/2014 12:36 PM
84	science	5/1/2014 11:25 AM
85	n/a	5/1/2014 10:02 AM
86	english	5/1/2014 9:44 AM
87	nothing more.	5/1/2014 12:57 AM
88	Child Development	5/1/2014 12:38 AM
89	Phisic	4/30/2014 11:11 PM
90	Accounting	4/30/2014 10:02 PM
91	Psychology, Chemistry, Physical Science	4/30/2014 9:54 PM
92	None. I am doing great in all my classes.	4/30/2014 9:52 PM
93	CAOT	4/30/2014 9:40 PM
94	Chemistry	4/30/2014 8:41 PM
95	none	4/30/2014 8:34 PM
96	Any of the sciences	4/30/2014 7:56 PM
97	Spanish	4/30/2014 5:24 PM
98	science, history	4/30/2014 5:20 PM
99	Biology Chemistry	4/30/2014 5:17 PM
100	Anthropology	4/30/2014 5:07 PM

Q22 Do you have access to a computer at home?

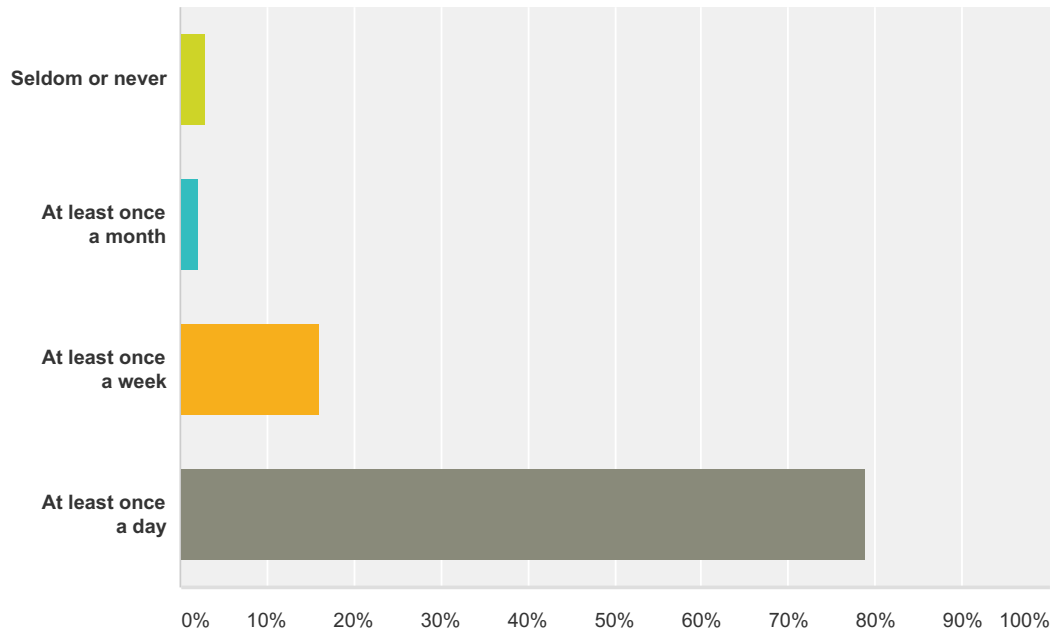
Answered: 100 Skipped: 18



Answer Choices	Responses
Yes	93.00% 93
No	7.00% 7
Total	100

Q23 How often do you access the internet and/or email?

Answered: 100 Skipped: 18



Answer Choices	Responses
Seldom or never	3.00% 3
At least once a month	2.00% 2
At least once a week	16.00% 16
At least once a day	79.00% 79
Total	100

Q24 How do you access your email and/or the internet?

Answered: 100 Skipped: 18

Answer Choices	Responses
Home	56.00% 56
Work	3.00% 3
Computer lab on/off campus	6.00% 6
EOPS computer lab	4.00% 4
Don't use a computer	0.00% 0
Smartphone	29.00% 29
Other Location (Please Specify):	2.00% 2
Total	100

#	Other Location (Please Specify):	Date
1	eops lab, on or off campus,smartphone and home	7/8/2014 9:58 PM
2	home and Eops computer lab	5/15/2014 11:48 PM

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Q25 What do you like most about EOPS?

Answered: 75 Skipped: 43

#	Responses	Date
1	counseling	9/1/2014 11:51 PM
2	The counselor are very helpful.	8/17/2014 7:22 PM
3	Priority Registration and the help with books.	8/13/2014 6:45 PM
4	the staff, counselors	8/5/2014 10:50 AM
5	The fact that they make students feel that we are their main priority.	7/25/2014 12:33 PM
6	What I like most about EOPS is the idea that a program is there solely to help under served students at our school. I also very much enjoy the priority registration and book vouchers.	7/24/2014 1:12 PM
7	The people and the guidance, plus the voucher that helps me afford the books for my classes. I'm a part-time employee with a tight budget and a single parent.	7/22/2014 4:56 PM
8	Tutor	7/21/2014 3:40 PM
9	Its a place where I know you as a student are welcome. I have nothing but positive feedback about eops. The staff rtruly wants you to succeed and takes the time and effort to provide you with the help you need.	7/17/2014 9:37 AM
10	The lab center	7/16/2014 10:49 PM
11	actevete	7/15/2014 9:42 PM
12	Readiness to help and very kind	7/15/2014 6:08 PM
13	consulting work	7/15/2014 2:10 PM
14	I like all the help they provide	7/14/2014 8:20 PM
15	consolers and vouchers	7/14/2014 5:59 PM
16	The helpful services	7/14/2014 5:55 PM
17	Book vouchers relieved a lot of financial stress. The counselors guided and pushed me forward.	7/13/2014 4:04 PM
18	I like that this program helps students reach their educational goals and having priority registration for the students.	7/13/2014 2:53 PM
19	helpful	7/12/2014 7:48 PM
20	Their counseling services, and the book voucher.	7/12/2014 12:54 PM
21	Program work perfect for me. Voucher help me a lot.	7/10/2014 8:23 PM
22	What I like the most about EOPS, is the staff because they are willing to help you succeed. I feel like they care, and that motivates me.	7/10/2014 8:54 AM
23	They help me stay on track with my grades.	7/9/2014 10:06 PM
24	I can do my homework I can have advised for my major I gett a good help to buy my books	7/9/2014 6:57 PM
25	always there to help	7/9/2014 11:36 AM
26	i like all	7/9/2014 11:17 AM
27	Counselors and class priority	7/9/2014 12:25 AM
28	Very helpful and everyone is kind enough to explain what you need help with.	7/9/2014 12:15 AM
29	Tutoring	7/8/2014 11:08 PM
30	Priority Registration	7/8/2014 10:08 PM

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31	priority registration	7/8/2014 9:58 PM
32	My counselor, ! She's amazing, knows what she's doing, answers all my questions and makes me feel like she really cares about the students. Best counselor I've had. And the book vouchers are a plus.	7/8/2014 8:37 PM
33	Their service	7/8/2014 6:01 PM
34	Everything	7/8/2014 3:42 PM
35	The programs	7/8/2014 2:03 PM
36	Very helpful. My counselor keeps me on the right path to transfer.	7/8/2014 12:21 PM
37	All the student services with book vouchers, scantrons, and other useful things like workshops.	7/8/2014 11:46 AM
38	The service	7/8/2014 11:28 AM
39	priority registration	7/8/2014 10:44 AM
40	Having a counselor to see and tutoring services.. The book voucher is also a big help..	7/8/2014 10:38 AM
41	Everything	7/8/2014 10:19 AM
42	Knowing I can go to the same counselor and the financial help with the book vouchers.	7/8/2014 10:08 AM
43	Everything. every staffs.	7/8/2014 9:18 AM
44	The assistance in achieving my academic goals.	7/8/2014 9:07 AM
45	The counselors meeting. She got me back on track.	7/8/2014 8:39 AM
46	the welcoming environment as well as the assistance that is efficiently offered on a daily basis.	6/4/2014 2:39 PM
47	Priority registration and and counselors.	5/28/2014 1:36 AM
48	Everything that there is access to the computer lab year round and tutoring and even a class tutoring in math with 3 or 4 students	5/15/2014 11:48 PM
49	They keep me in track and motivate me in those hard moments	5/12/2014 7:27 PM
50	It helps me to choose the right courses that I need to transfer	5/9/2014 4:51 PM
51	The service is nice.	5/7/2014 7:31 PM
52	The book voucher helped a lot and and a different incite with a counselor.	5/6/2014 11:07 PM
53	Supportive	5/6/2014 10:22 PM
54	everything	5/4/2014 7:58 PM
55	available computers, copies, scantrons, book voucher, early registration.	5/3/2014 7:19 PM
56	helped any problems	5/2/2014 4:20 PM
57	How informative they are.	5/2/2014 1:20 PM
58	The counseling sessions are really helpful	5/2/2014 12:18 PM
59	Printing my work and tutor April. I always get A when she check my work	5/1/2014 11:05 PM
60	The staff	5/1/2014 10:56 PM
61	Its services.	5/1/2014 10:38 PM
62	Everything	5/1/2014 12:36 PM
63	the fast i can get help, and that everybody is professional	5/1/2014 11:25 AM
64	they are so helpful	5/1/2014 9:44 AM
65	My own experience was very positive about EOPS services.	5/1/2014 12:38 AM
66	Tutors, counselor	4/30/2014 10:02 PM

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67	The friendly staff including the counselors and all of the helpful staff as well as priority registration and book vouchers!	4/30/2014 9:54 PM
68	They provide you tutors and help you with your books	4/30/2014 9:52 PM
69	It is nowhere near as chaotic as the rest of the offices on campus	4/30/2014 9:40 PM
70	The services provided.	4/30/2014 8:41 PM
71	computer lab	4/30/2014 8:34 PM
72	I like that they help you schedule all your classes to transfer or graduate. I also like that they do the book voucher.	4/30/2014 7:56 PM
73	It is very welcoming and helpful.	4/30/2014 5:24 PM
74	assistance and positive attitude	4/30/2014 5:17 PM
75	That they offer vouchers for books, and that they have priority registration.	4/30/2014 5:07 PM

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Q26 How do you think EOPS can improve?

Answered: 59 Skipped: 59

#	Responses	Date
1	with providing due date ahead of time	9/1/2014 11:51 PM
2	Suggesting what could be better for a student like TAP or TAG programs.	8/17/2014 7:22 PM
3	n/a	8/13/2014 6:45 PM
4	Get a bigger office	8/5/2014 10:50 AM
5	Appointments can be hard to schedule at times whether it be counseling or tutoring.	7/25/2014 12:33 PM
6	EOPs can give a little more money on the book voucher. Also add more counseling appointments.	7/24/2014 1:12 PM
7	If one 30 minute appointment with a counselor sets the student in the right direction a second appointment should not be enforced since many of us are students, parents, and employees. My time is very limited and at times I have to rush out of class to go and pick up my son from school.	7/22/2014 4:56 PM
8	Tutor	7/21/2014 3:40 PM
9	I think they are doing a great job.	7/17/2014 9:37 AM
10	I don't see anything that needs to be improved.	7/15/2014 6:08 PM
11	I do not think so	7/15/2014 2:10 PM
12	I think everything is fine	7/14/2014 8:20 PM
13	available to make appointments	7/14/2014 5:59 PM
14	Allowing more students to enter this program.	7/13/2014 4:04 PM
15	Providing more tutoring services and scheduling time to meet with counselors.	7/13/2014 2:53 PM
16	everything okay.	7/12/2014 7:48 PM
17	They should give more money for books.	7/10/2014 8:23 PM
18	Improvement on the appointments availability.	7/10/2014 8:54 AM
19	n/a	7/9/2014 10:06 PM
20	I don't think that is any left to do.	7/9/2014 6:57 PM
21	get more counselors	7/9/2014 11:36 AM
22	i do not know	7/9/2014 11:17 AM
23	Resume workshops	7/9/2014 12:25 AM
24	There really isnt any way because everything is great and im glad to be in the program	7/9/2014 12:15 AM
25	I don't know	7/8/2014 11:08 PM
26	More counselors should work at EOPS.	7/8/2014 10:08 PM
27	have more helpful tutors that really are smart.	7/8/2014 9:58 PM
28	I'm ok the way they are	7/8/2014 6:01 PM
29	I don't know	7/8/2014 3:42 PM
30	Make it easier to schedule 30-minute appointments	7/8/2014 12:21 PM
31	Get better qualified tutors, not all tutors are proficient in all subjects. I don't think all of them are quite ready to help others learn certain materials.	7/8/2014 11:46 AM

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32	Automatic doors for the disabled	7/8/2014 11:28 AM
33	more hours available for tutoring	7/8/2014 10:44 AM
34	Be able to use our book vouchers for all the school supplies That's needed for your class	7/8/2014 10:19 AM
35	Everything is great, but sometimes the appointments maybe way ahead and I might not be able to make the appointment that may be available.	7/8/2014 10:08 AM
36	I improve my English skills, many information about my life and my kids. also EOPS helped me, my financial too. i really appreciate it.	7/8/2014 9:18 AM
37	Have more tutors appointment hours.	7/8/2014 8:39 AM
38	I think everything is just great	5/15/2014 11:48 PM
39	More counselors.	5/7/2014 7:31 PM
40	If possible, set up EOPS fun trips or gatherings to make the group feel a little more united.	5/6/2014 11:07 PM
41	no need to improve anything	5/4/2014 7:58 PM
42	hours of operation should be longer for students that take mostly night classes.	5/3/2014 7:19 PM
43	provide voucher for books	5/2/2014 4:20 PM
44	Maybe consider trying same day tutoring appointments or walk in tutoring hours ?	5/2/2014 1:20 PM
45	more tutoring times.	5/2/2014 12:18 PM
46	I think they are perfect	5/1/2014 11:05 PM
47	More subjects for tutoring	5/1/2014 10:56 PM
48	Hiring more staff.	5/1/2014 10:38 PM
49	have more worker	5/1/2014 9:44 AM
50	The book voucher is good but usually books are more expensive than voucher can pay. For EOPS you have to take 12 units- four classes per 3 unit- there are four books; each book price is different, but at least 40\$- 160\$. For example, Math books very expensive, Child Development books too. Student buys very expensive book in the LAVC bookstore, then returns it to the LAVC bookstore very chip.	5/1/2014 12:38 AM
51	More hours for computer lab	4/30/2014 10:02 PM
52	Provide more counseling time.	4/30/2014 9:54 PM
53	No need to improve. The way it is is great because they provide excellent service.	4/30/2014 9:52 PM
54	More tutoring in more subjects. Counseling appointments and tutoring appointments readily available.	4/30/2014 9:40 PM
55	It should have it's own floor/building.	4/30/2014 8:41 PM
56	student worker training, they hardly know the answers to any questions	4/30/2014 8:34 PM
57	its fine just the way it is	4/30/2014 5:24 PM
58	More appointments	4/30/2014 5:17 PM
59	They should make it possible to set up an appointment online.	4/30/2014 5:07 PM

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Q27 If there is one thing that you could change about EOPS, what would it be?

Answered: 56 Skipped: 62

#	Responses	Date
1	none	9/1/2014 11:51 PM
2	Tell students about the programs they could join.	8/17/2014 7:22 PM
3	n/a	8/13/2014 6:45 PM
4	I would have a building for the program	8/5/2014 10:50 AM
5	I would increase the number of tutors.	7/25/2014 12:33 PM
6	The rules on having 12 units at the start of the semester to qualify for the book voucher. Many people don't have 12 units until they've crashed a course and there's always a possibility you won't be added for a week. And by then you are disqualified for the voucher.	7/24/2014 1:12 PM
7	Not to enforce the second counselor appointment in order to qualify for the voucher.	7/22/2014 4:56 PM
8	Time periods	7/21/2014 3:40 PM
9	More time in the program.	7/17/2014 9:37 AM
10	None	7/16/2014 10:49 PM
11	Nothing	7/15/2014 6:08 PM
12	working hours	7/15/2014 2:10 PM
13	nothing	7/14/2014 8:20 PM
14	opportune consoler appointments	7/14/2014 5:59 PM
15	Not reaching the unit limit. Trio will continue to keep their students in the program, regardless of the amount of units taken.	7/13/2014 4:04 PM
16	I'm not ready say something.	7/12/2014 7:48 PM
17	NOTHING	7/10/2014 8:23 PM
18	The workshops.	7/10/2014 8:54 AM
19	n/a	7/9/2014 10:06 PM
20	N/A	7/9/2014 6:57 PM
21	nothing	7/9/2014 11:17 AM
22	Longer hours	7/9/2014 12:25 AM
23	I don't know	7/8/2014 11:08 PM
24	Same as 25. Other than that, EOPS does a very good job, and I am thankful for all the services this office provides.	7/8/2014 10:08 PM
25	nothing.	7/8/2014 9:58 PM
26	That students are allowed in the program for longer than the units or time period	7/8/2014 8:37 PM
27	Nothing	7/8/2014 6:01 PM
28	There' s nothing to change	7/8/2014 3:42 PM
29	Nothing	7/8/2014 12:21 PM
30	Better tutors. All tutors need to be able to clearly relay the information they are trying to teach.	7/8/2014 11:46 AM

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31	none	7/8/2014 10:44 AM
32	Nothing I think it's great, EOPS offers many resources and help to it's students.	7/8/2014 10:08 AM
33	Nothing.	7/8/2014 8:39 AM
34	nothing	6/4/2014 2:39 PM
35	maybe having more appointments for tutoring	5/15/2014 11:48 PM
36	More persons in attention Spanish language	5/7/2014 7:31 PM
37	Nothing, it everything seems to be in order.	5/6/2014 11:07 PM
38	None	5/6/2014 10:22 PM
39	nothing	5/4/2014 7:58 PM
40	more available time for counselors	5/3/2014 7:19 PM
41	not change I like EOPS Program	5/2/2014 4:20 PM
42	The book voucher qualifications. If you can prove you have excellent grades you should be able to retroactively qualify.	5/2/2014 1:22 PM
43	The appointments available to see your counselor, or more counselor's.	5/2/2014 1:20 PM
44	Tutoring topics	5/1/2014 10:56 PM
45	I would hire more staff members.	5/1/2014 10:38 PM
46	N/A	5/1/2014 12:36 PM
47	more working hours	5/1/2014 9:44 AM
48	I want change only EOPS office hours for students who are working.	5/1/2014 12:38 AM
49	Everything is correct	4/30/2014 10:02 PM
50	make it available to all students	4/30/2014 9:54 PM
51	Nothing. Everything is great the way it is.	4/30/2014 9:52 PM
52	Enlarge the computer lab	4/30/2014 9:40 PM
53	The maximum number of credits you can have to be eligible for eops.	4/30/2014 8:41 PM
54	no idea	4/30/2014 8:34 PM
55	have more workshops for undeclared majors or undecided	4/30/2014 5:24 PM
56	Nothing.	4/30/2014 5:07 PM