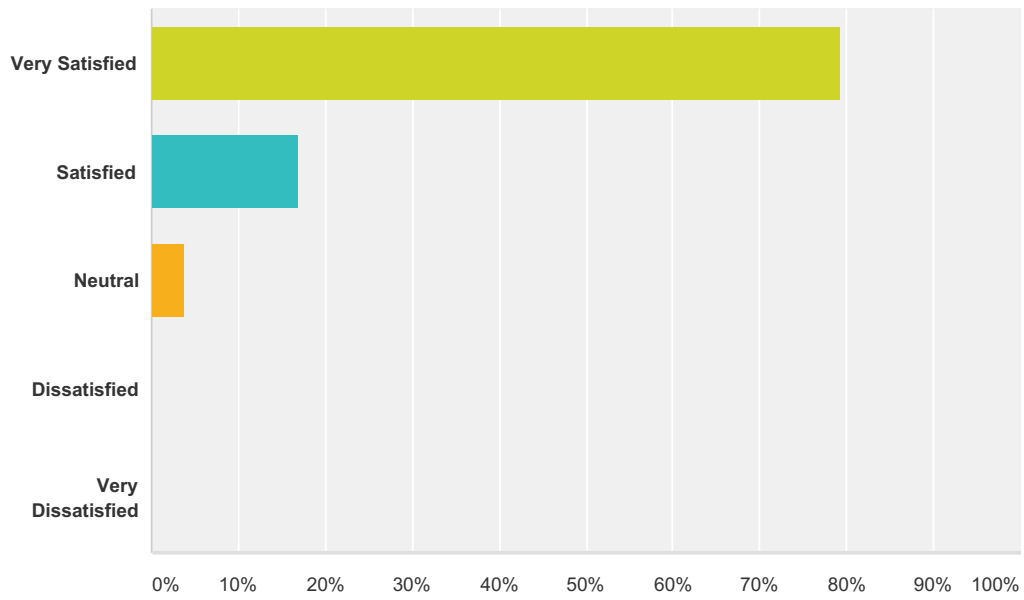


Q2 Overall, how satisfied are you with EOPS Services?

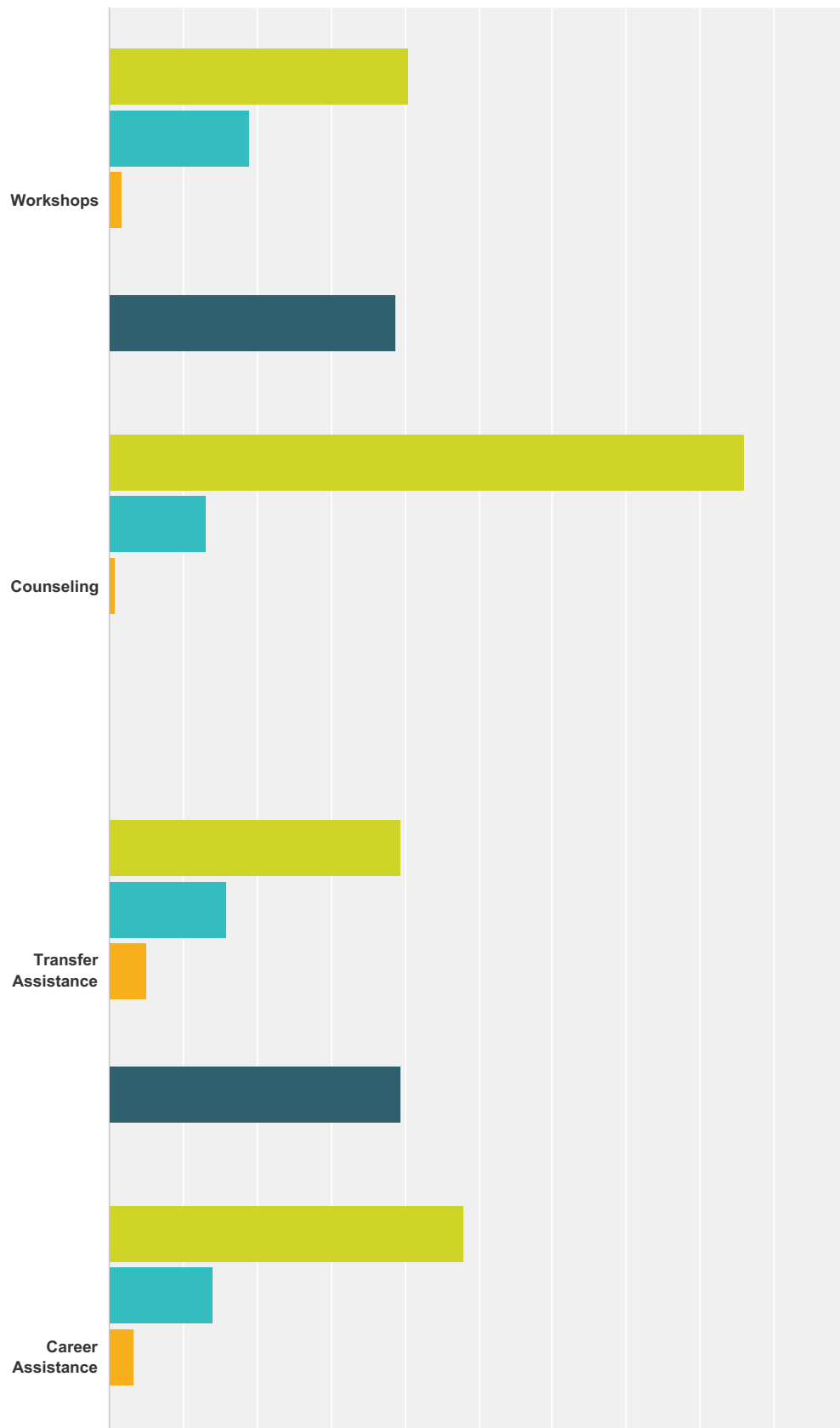
Answered: 130 Skipped: 0



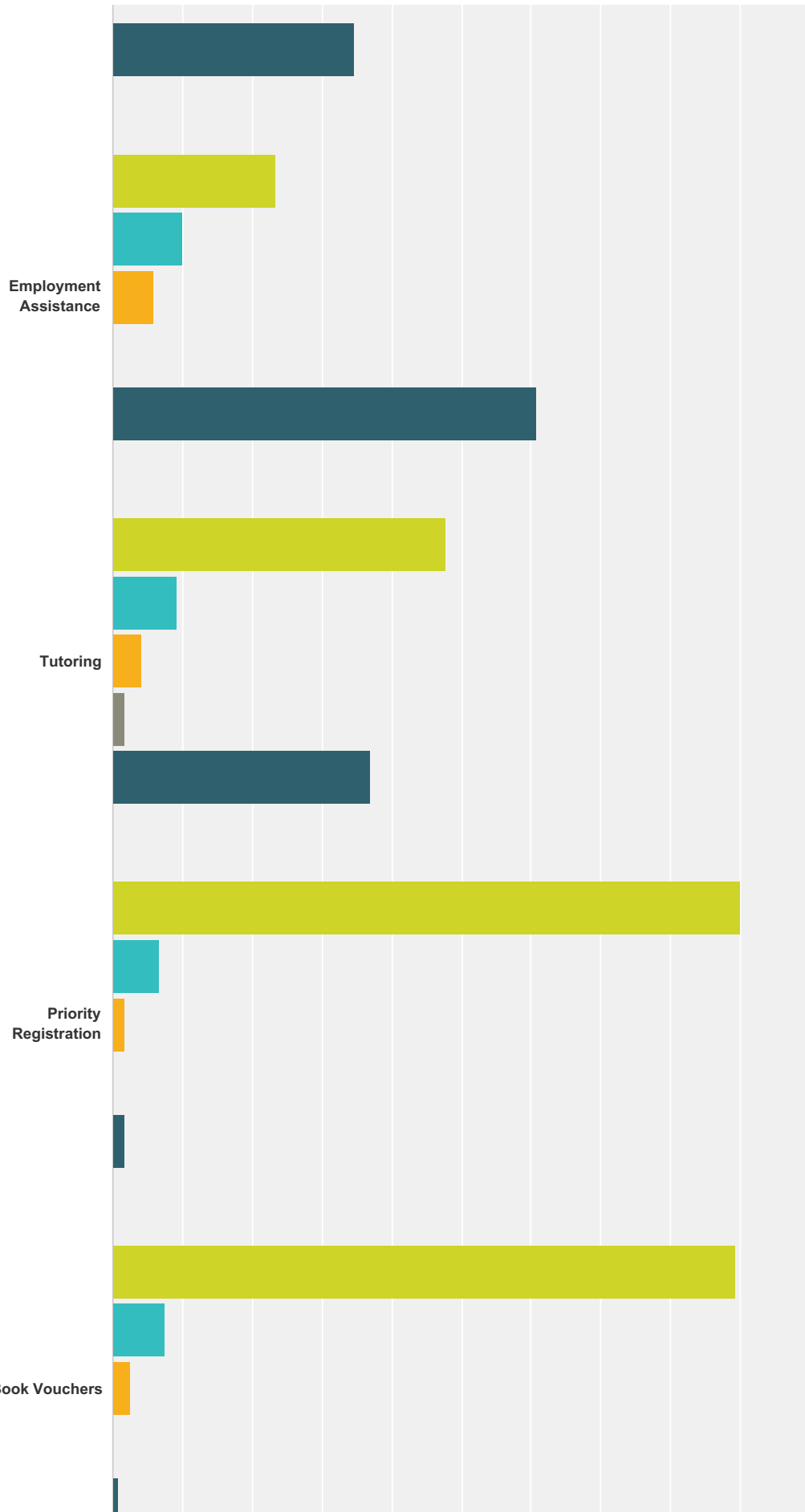
Answer Choices	Responses	Count
Very Satisfied	79.23%	103
Satisfied	16.92%	22
Neutral	3.85%	5
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Total		130

Q5 Please rate the helpfulness of the following EOPS Services:

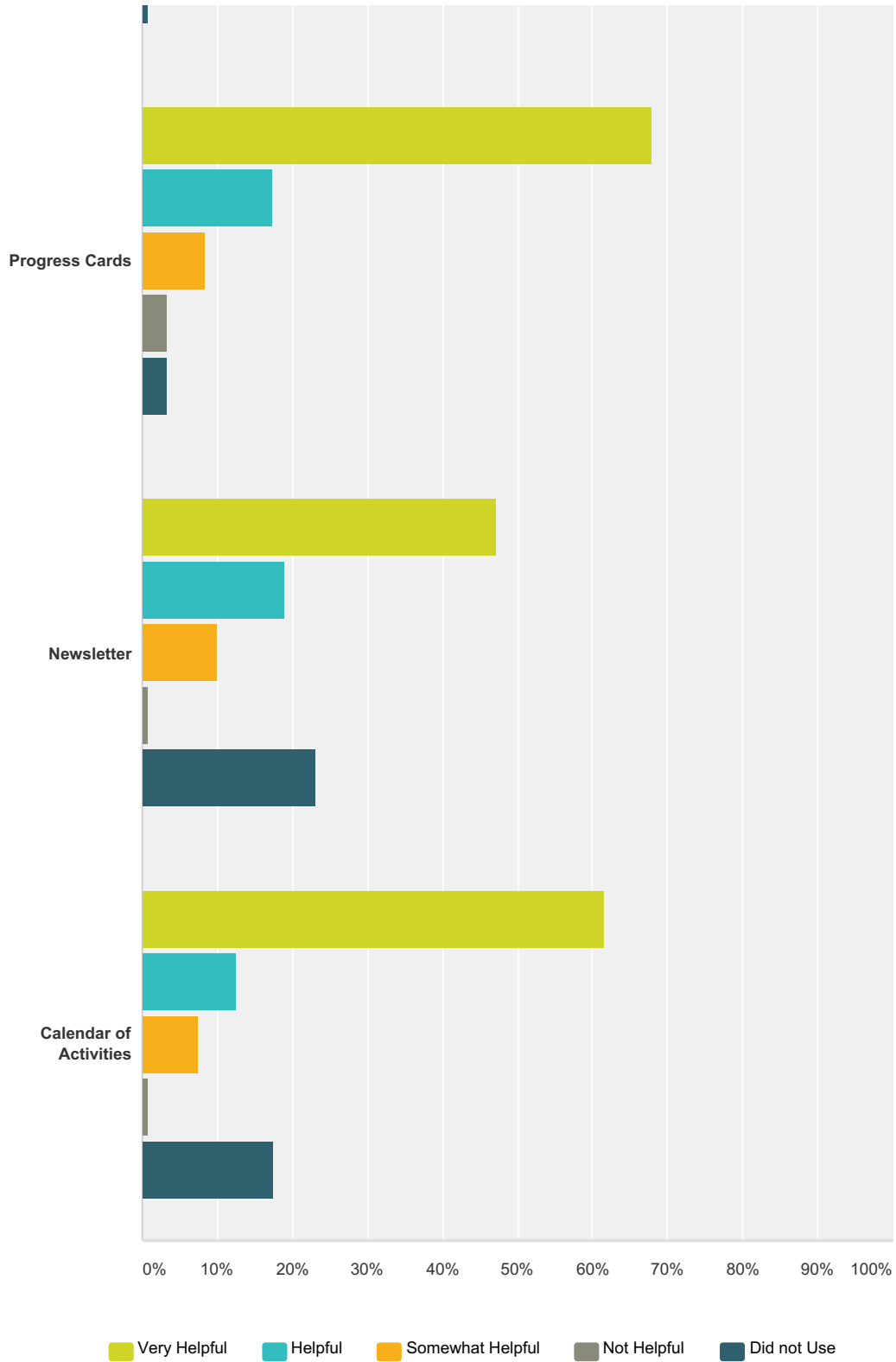
Answered: 121 Skipped: 9



EOPS SSS Spring 2016



EOPS SSS Spring 2016



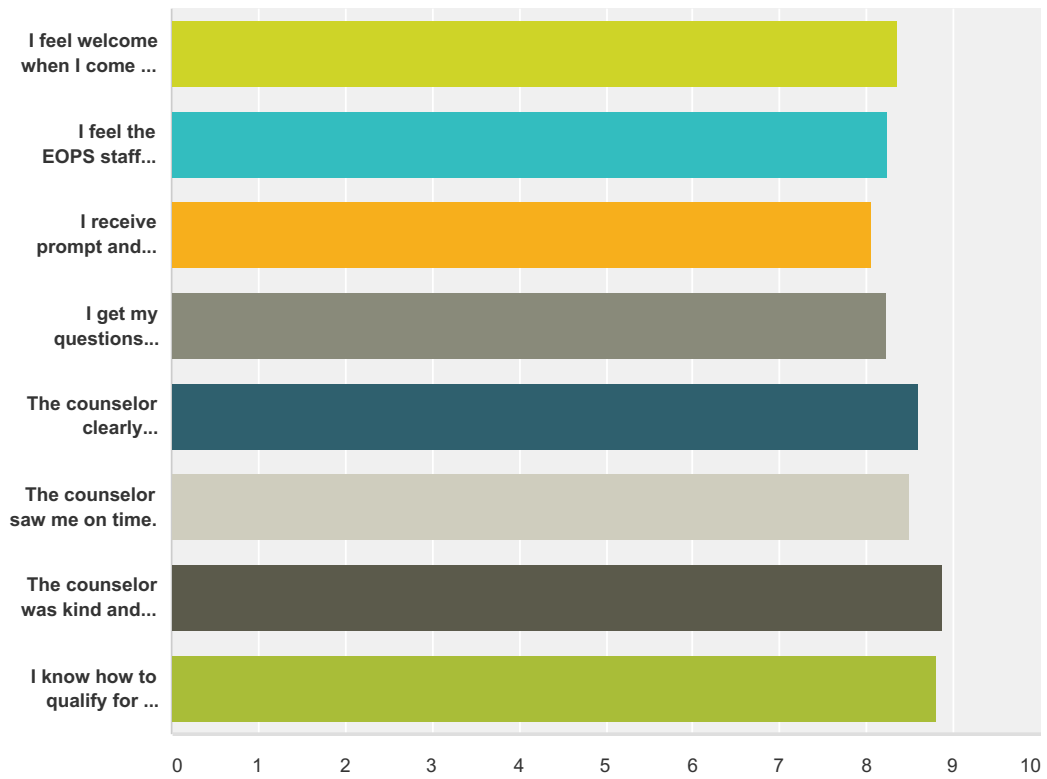
	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	Did not Use	Total
Workshops	40.50% 49	19.01% 23	1.65% 2	0.00% 0	38.84% 47	121
Counseling	85.95% 104	13.22% 16	0.83% 1	0.00% 0	0.00% 0	121

EOPS SSS Spring 2016

Transfer Assistance	39.50% 47	15.97% 19	5.04% 6	0.00% 0	39.50% 47	119
Career Assistance	47.93% 58	14.05% 17	3.31% 4	0.00% 0	34.71% 42	121
Employment Assistance	23.33% 28	10.00% 12	5.83% 7	0.00% 0	60.83% 73	120
Tutoring	47.90% 57	9.24% 11	4.20% 5	1.68% 2	36.97% 44	119
Priority Registration	90.08% 109	6.61% 8	1.65% 2	0.00% 0	1.65% 2	121
Book Vouchers	89.26% 108	7.44% 9	2.48% 3	0.00% 0	0.83% 1	121
Progress Cards	67.77% 82	17.36% 21	8.26% 10	3.31% 4	3.31% 4	121
Newsletter	47.11% 57	19.01% 23	9.92% 12	0.83% 1	23.14% 28	121
Calendar of Activities	61.67% 74	12.50% 15	7.50% 9	0.83% 1	17.50% 21	120

Q7 How much do you agree with the following statements:

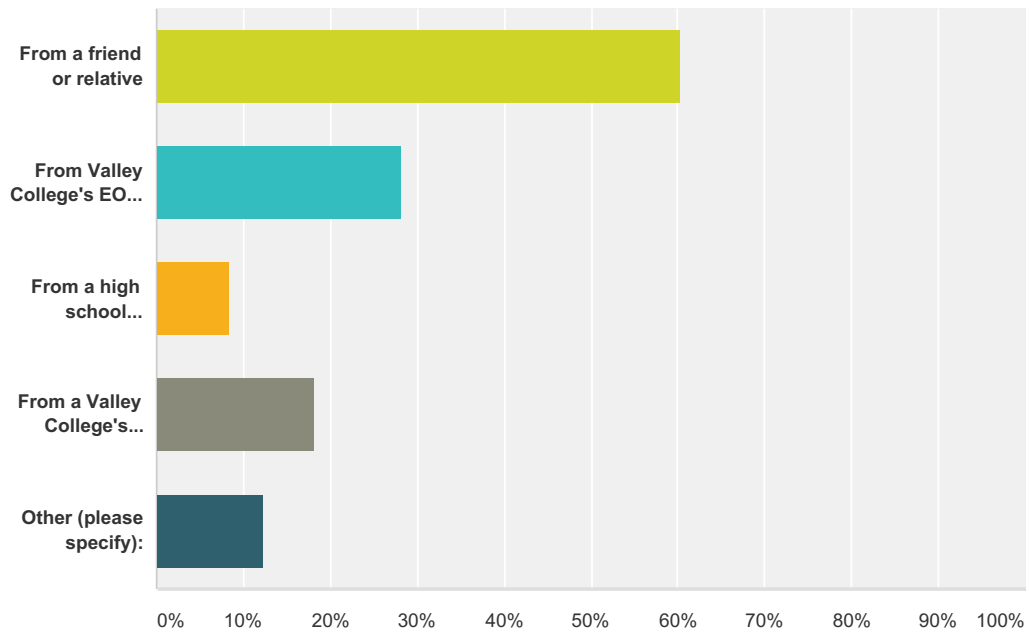
Answered: 121 Skipped: 9



	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
I feel welcome when I come to EOPS.	79.34% 96	19.83% 24	0.83% 1	0.00% 0	121	8.36
I feel the EOPS staff gives clear explanation about qualifications and rules.	77.69% 94	19.83% 24	1.65% 2	0.83% 1	121	8.25
I receive prompt and courteous service from the EOPS staff.	75.21% 91	21.49% 26	2.48% 3	0.83% 1	121	8.06
I get my questions answered when I seek help from EOPS staff.	77.69% 94	21.49% 26	0.83% 1	0.00% 0	121	8.22
The counselor clearly explained the classes I needed for my major.	82.64% 100	17.36% 21	0.00% 0	0.00% 0	121	8.61
The counselor saw me on time.	80.99% 98	17.36% 21	1.65% 2	0.00% 0	121	8.50
The counselor was kind and caring.	85.95% 104	14.05% 17	0.00% 0	0.00% 0	121	8.88
I know how to qualify for a textbook voucher.	85.12% 103	14.05% 17	0.83% 1	0.00% 0	121	8.82

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

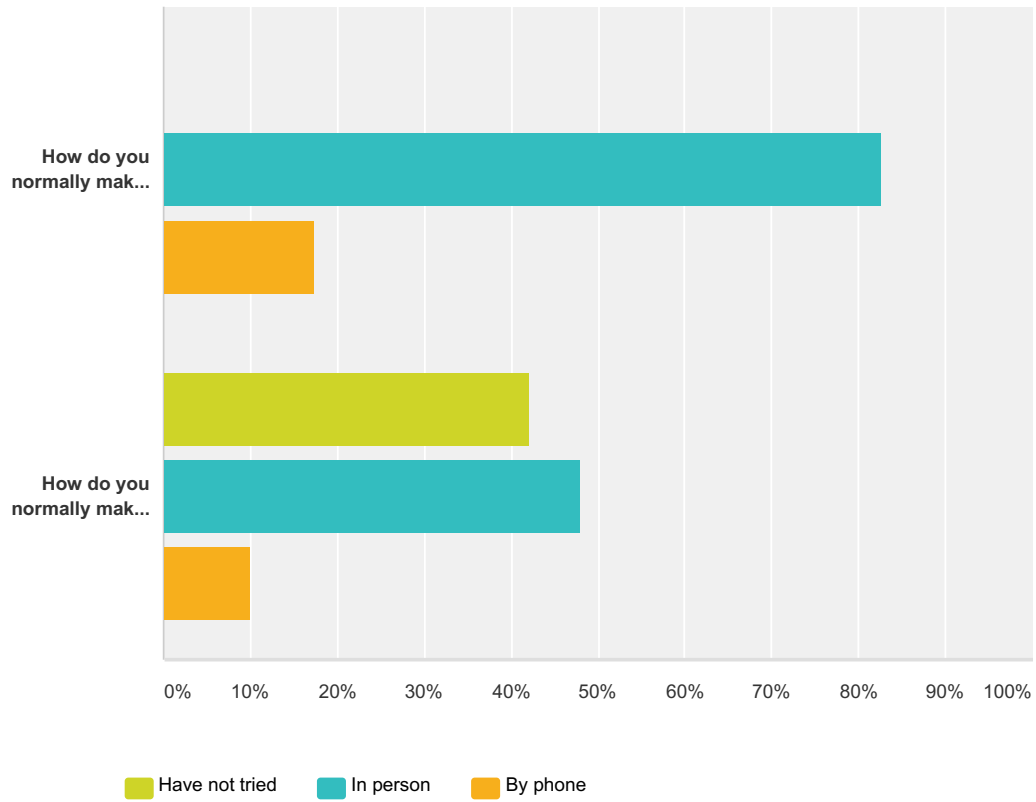
Answered: 121 Skipped: 9



Answer Choices	Responses	Count
From a friend or relative	60.33%	73
From Valley College's EOPS outreach	28.10%	34
From a high school counselor/teacher	8.26%	10
From a Valley College's instructor/staff	18.18%	22
Other (please specify):	12.40%	15
Total Respondents: 121		

Q10 Please answer the following questions.

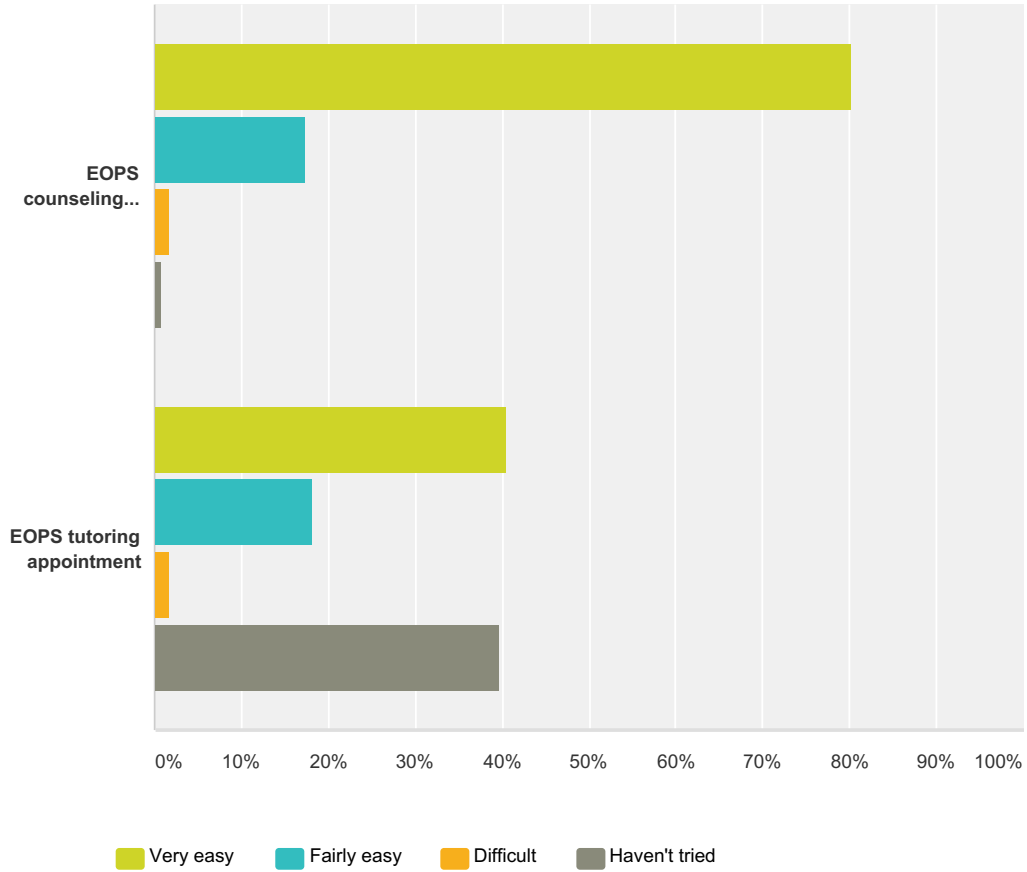
Answered: 121 Skipped: 9



	Have not tried	In person	By phone	Total
How do you normally make an appointment to see an EOPS counselor?	0.00% 0	82.64% 100	17.36% 21	121
How do you normally make an appointment to see an EOPS tutor?	42.15% 51	47.93% 58	9.92% 12	121

Q11 Please rate your experience with scheduling a 30-minute counseling appointment.

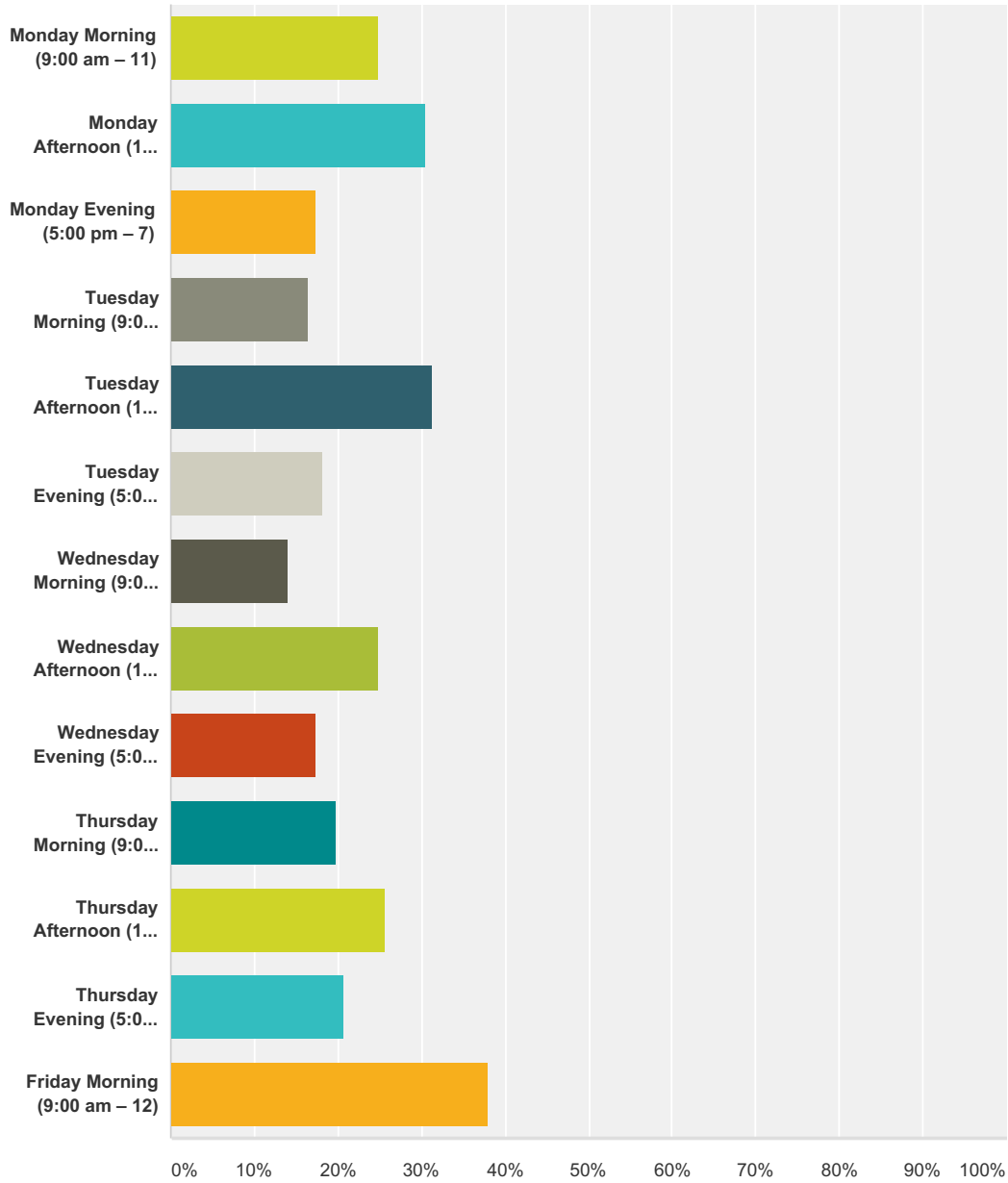
Answered: 121 Skipped: 9



	Very easy	Fairly easy	Difficult	Haven't tried	Total
EOPS counseling appointment	80.17% 97	17.36% 21	1.65% 2	0.83% 1	121
EOPS tutoring appointment	40.50% 49	18.18% 22	1.65% 2	39.67% 48	121

Q12 If you would attend a workshop which hours would be most convenient? (mark all that apply)

Answered: 121 Skipped: 9



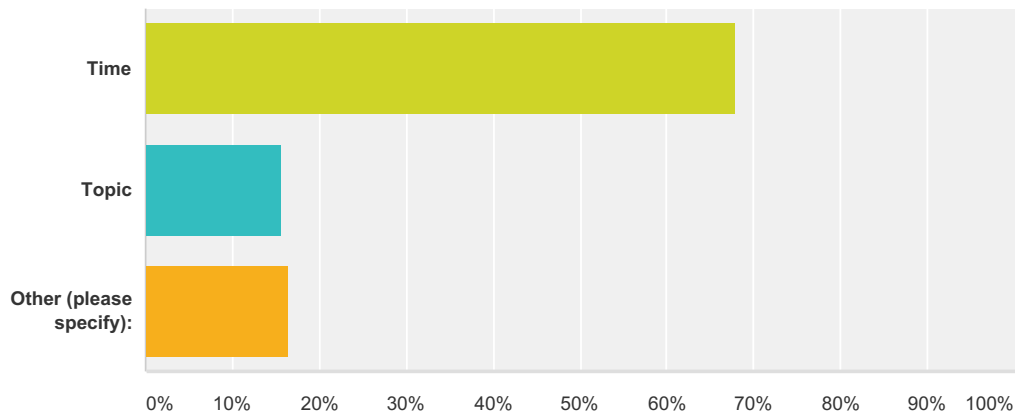
Answer Choices	Responses	Count
Monday Morning (9:00 am – 11)	24.79%	30
Monday Afternoon (1:00 pm – 3)	30.58%	37
Monday Evening (5:00 pm – 7)	17.36%	21
Tuesday Morning (9:00 am – 11)	16.53%	20
Tuesday Afternoon (1:00 pm – 3)	31.40%	38

EOPS SSS Spring 2016

Tuesday Evening (5:00 pm – 7)	18.18%	22
Wednesday Morning (9:00 am – 11)	14.05%	17
Wednesday Afternoon (1:00 pm– 3)	24.79%	30
Wednesday Evening (5:00 pm – 7)	17.36%	21
Thursday Morning (9:00 am – 11)	19.83%	24
Thursday Afternoon (1:00 pm – 3)	25.62%	31
Thursday Evening (5:00 pm – 7)	20.66%	25
Friday Morning (9:00 am – 12)	38.02%	46
Total Respondents: 121		

Q13 What would prevent you from attending a workshop?

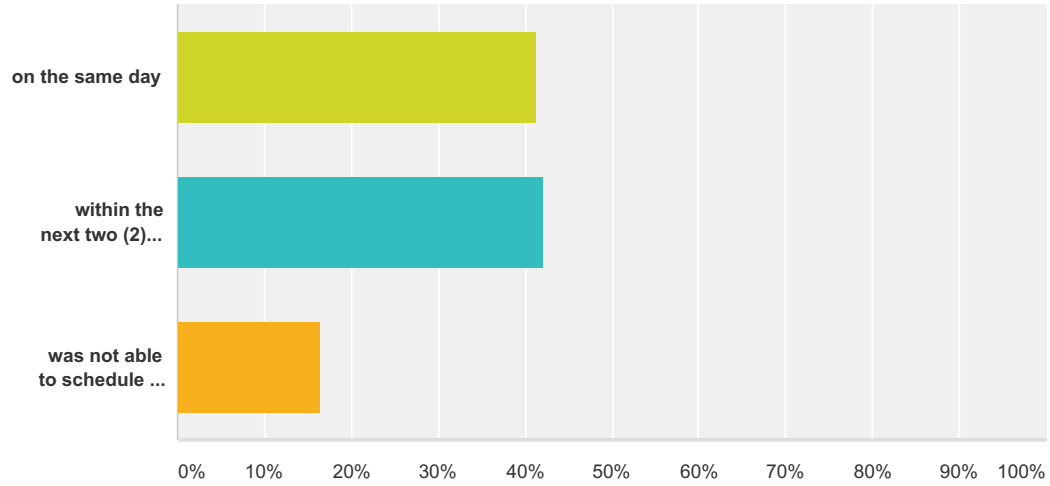
Answered: 121 Skipped: 9



Answer Choices	Responses	
Time	67.77%	82
Topic	15.70%	19
Other (please specify):	16.53%	20
Total		121

Q14 The last time that you tried to see an EOPS counselor immediately, how soon were you able to see a counselor.

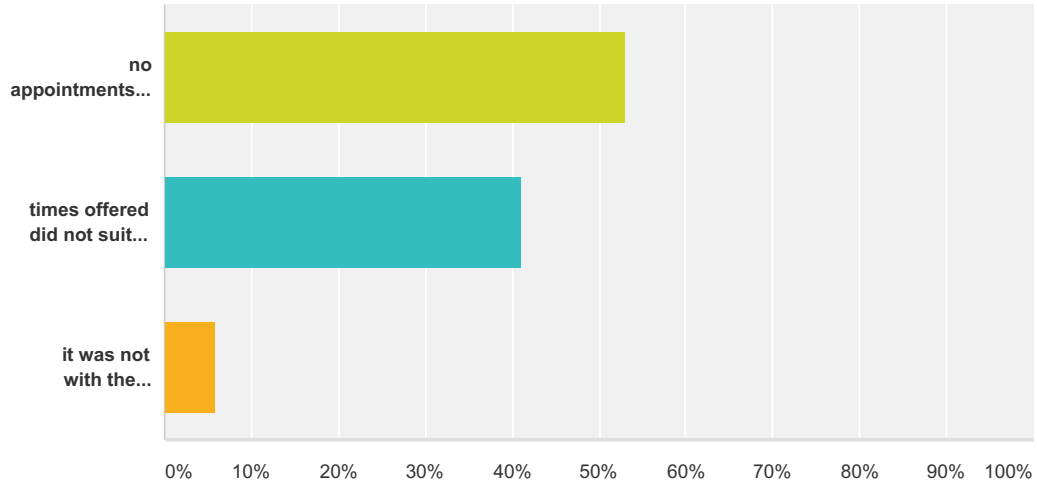
Answered: 121 Skipped: 9



Answer Choices	Responses
on the same day	41.32% 50
within the next two (2) days	42.15% 51
was not able to schedule an appointment	16.53% 20
Total	121

Q15 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?

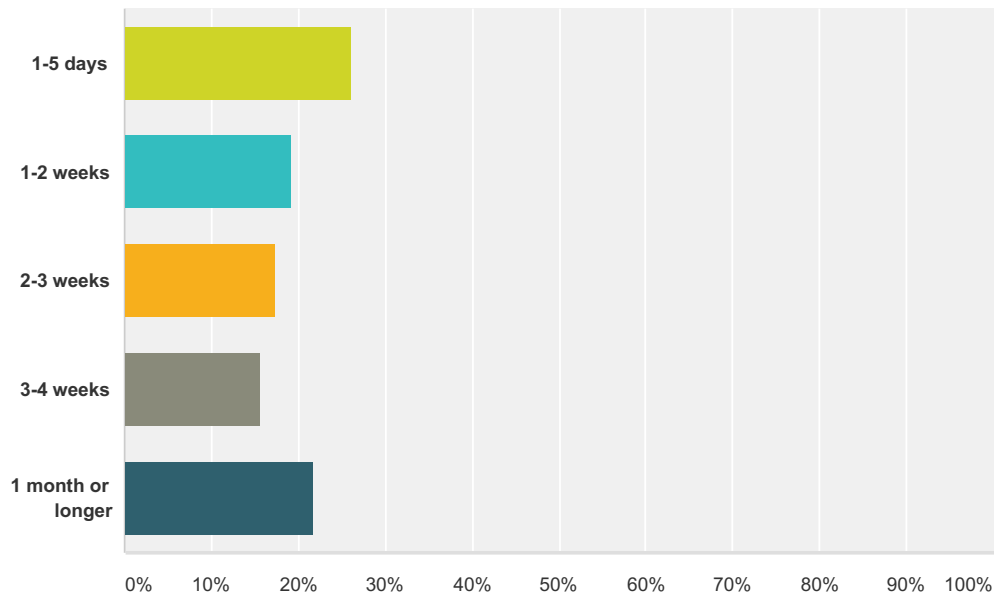
Answered: 17 Skipped: 113



Answer Choices	Responses
no appointments were available	52.94% 9
times offered did not suit my schedule	41.18% 7
it was not with the counselor that I wanted to see	5.88% 1
Total	17

Q16 How far in advance did you make your last 30-minute counseling appointment?

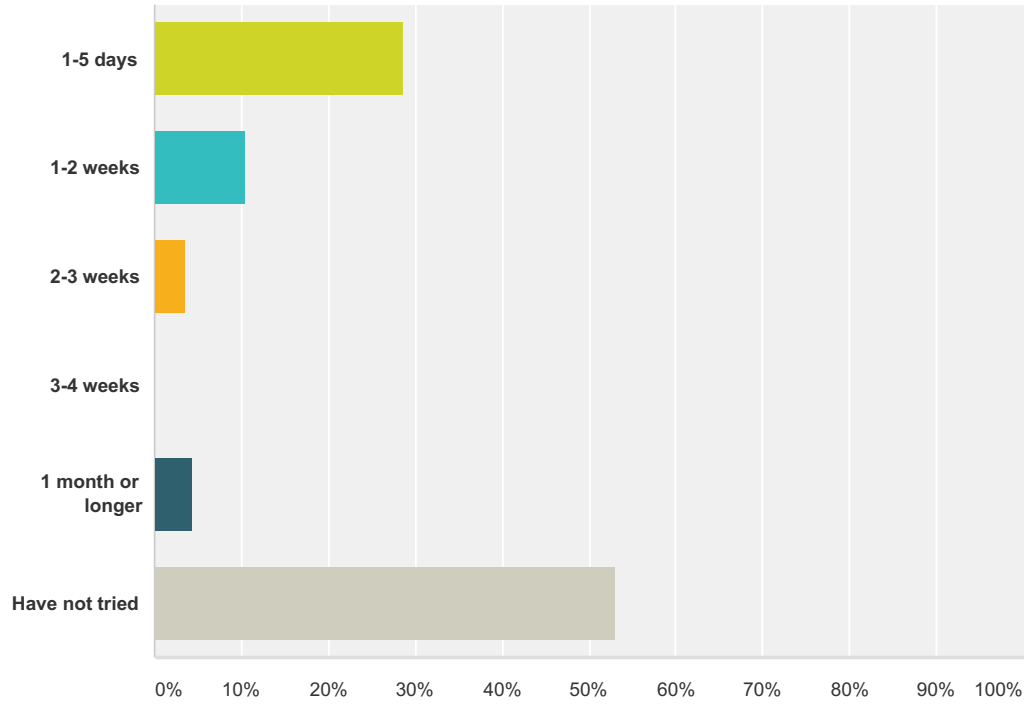
Answered: 115 Skipped: 15



Answer Choices	Responses	Count
1-5 days	26.09%	30
1-2 weeks	19.13%	22
2-3 weeks	17.39%	20
3-4 weeks	15.65%	18
1 month or longer	21.74%	25
Total		115

Q17 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?

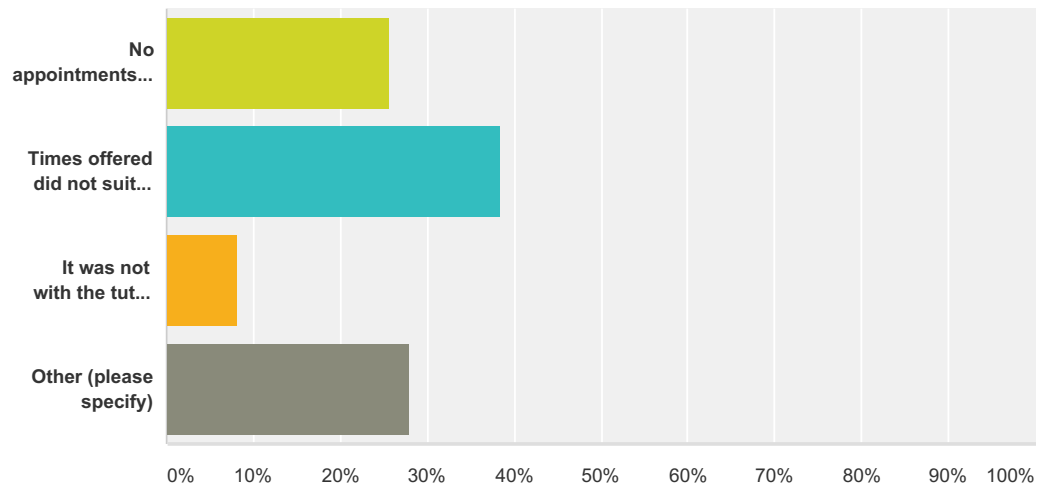
Answered: 115 Skipped: 15



Answer Choices	Responses	
1-5 days	28.70%	33
1-2 weeks	10.43%	12
2-3 weeks	3.48%	4
3-4 weeks	0.00%	0
1 month or longer	4.35%	5
Have not tried	53.04%	61
Total		115

Q18 If you were not able to see a EOPS tutor, then why not?

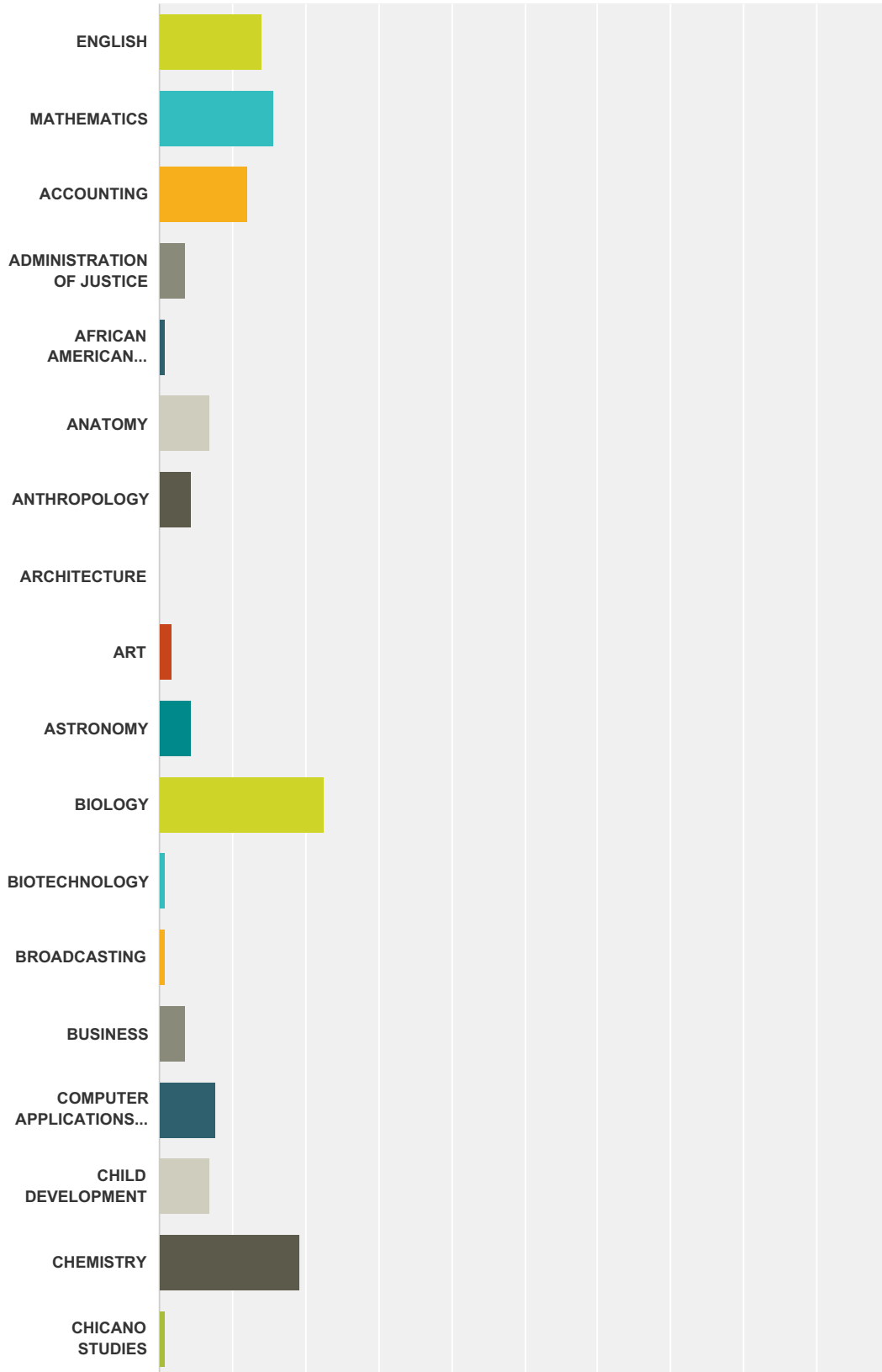
Answered: 86 Skipped: 44

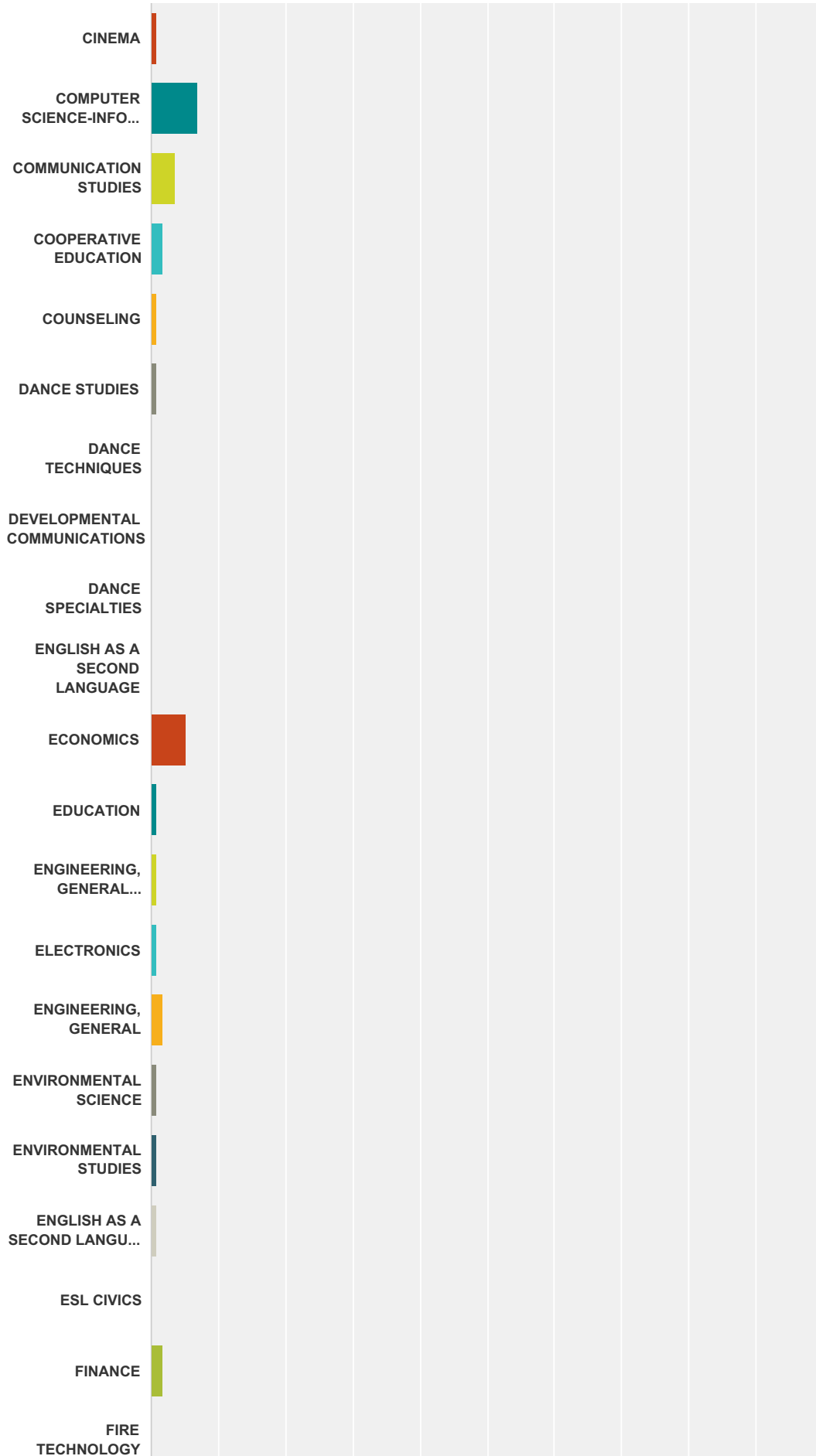


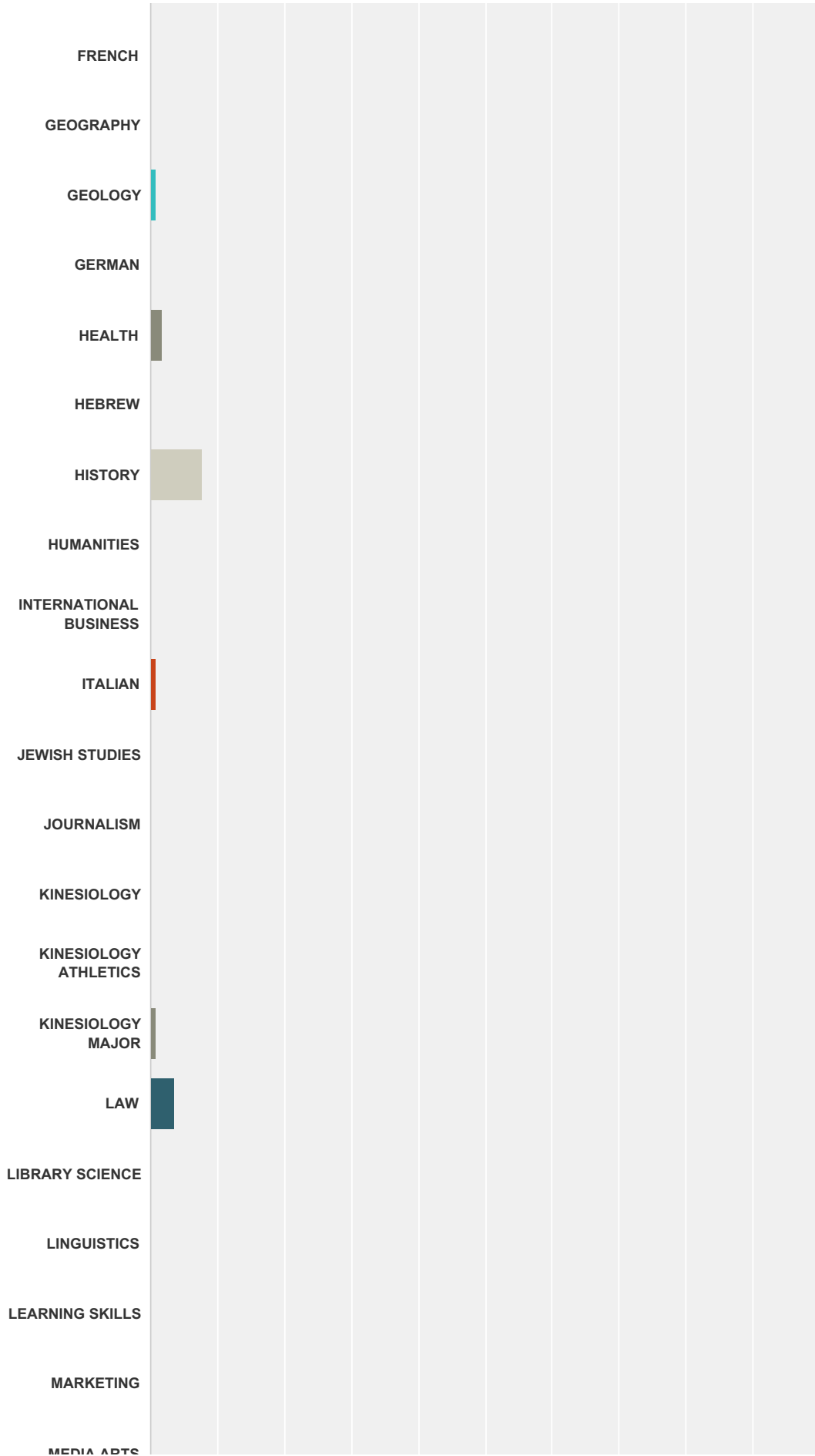
Answer Choices	Responses
No appointments available	25.58% 22
Times offered did not suit my schedule	38.37% 33
It was not with the tutor that I wanted to see	8.14% 7
Other (please specify)	27.91% 24
Total	86

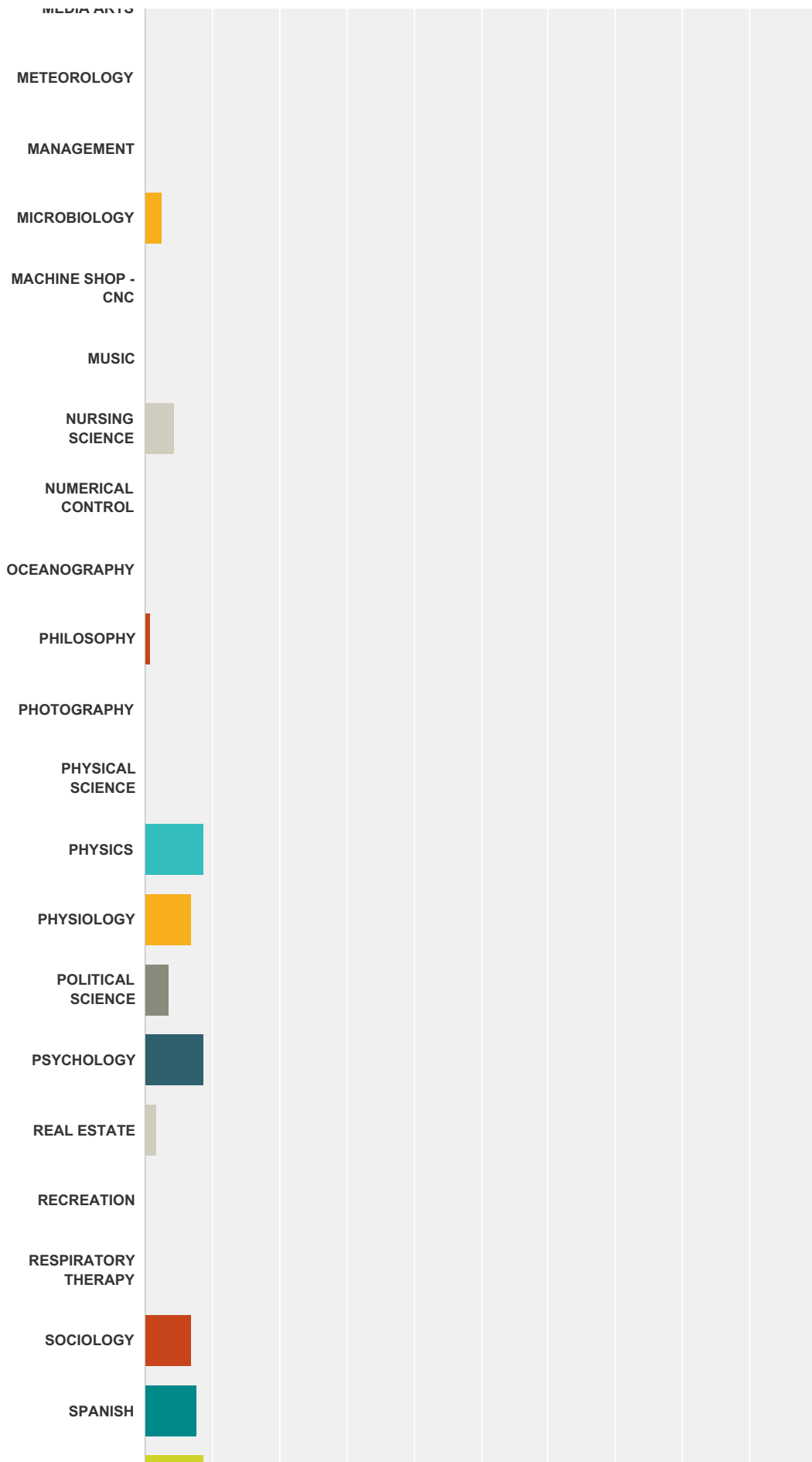
**Q19 In addition to English and Math, what other subjects would you like tutoring?
Please select your top three(3)**

Answered: 115 Skipped: 15

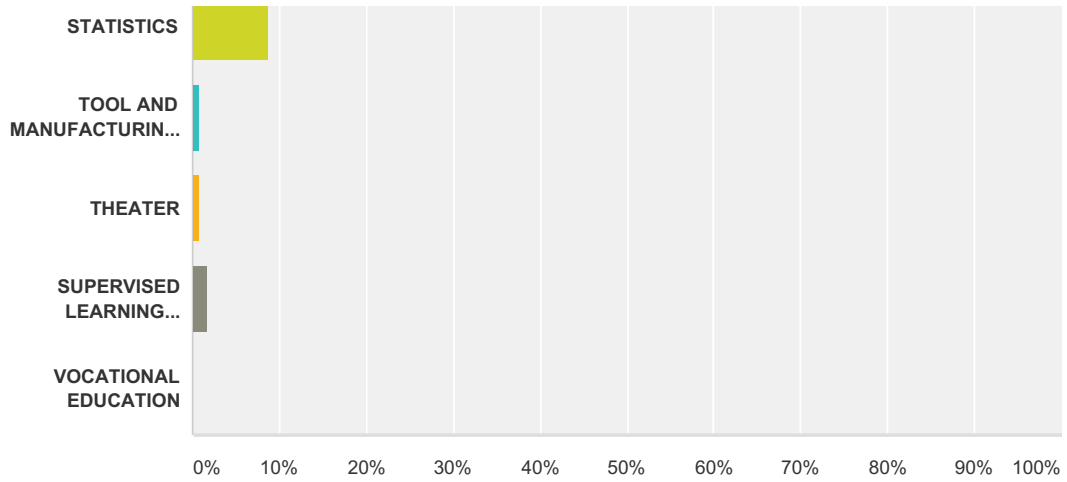








EOPS SSS Spring 2016



Answer Choices	Responses	
ENGLISH	13.91%	16
MATHEMATICS	15.65%	18
ACCOUNTING	12.17%	14
ADMINISTRATION OF JUSTICE	3.48%	4
AFRICAN AMERICAN STUDIES	0.87%	1
ANATOMY	6.96%	8
ANTHROPOLOGY	4.35%	5
ARCHITECTURE	0.00%	0
ART	1.74%	2
ASTRONOMY	4.35%	5
BIOLOGY	22.61%	26
BIOTECHNOLOGY	0.87%	1
BROADCASTING	0.87%	1
BUSINESS	3.48%	4
COMPUTER APPLICATIONS OFFICE TECHNOLOGIES	7.83%	9
CHILD DEVELOPMENT	6.96%	8
CHEMISTRY	19.13%	22
CHICANO STUDIES	0.87%	1
CINEMA	0.87%	1
COMPUTER SCIENCE-INFORMATION TECHNOLOGY	6.96%	8
COMMUNICATION STUDIES	3.48%	4
COOPERATIVE EDUCATION	1.74%	2
COUNSELING	0.87%	1

EOPS SSS Spring 2016

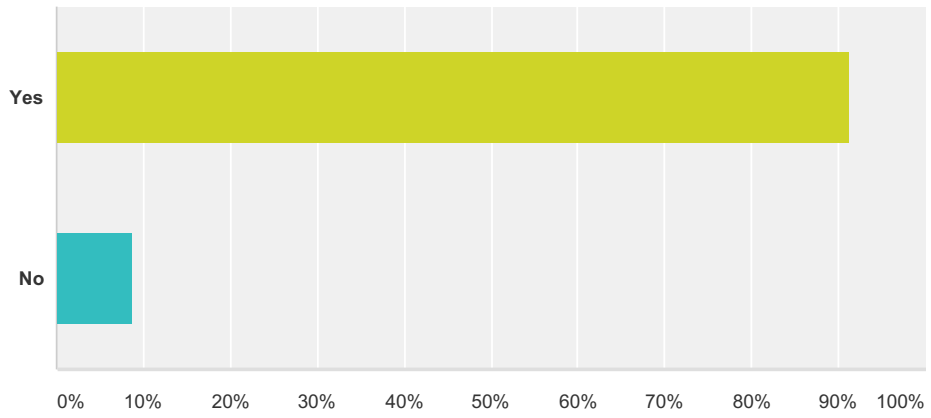
DANCE STUDIES	0.87%	1
DANCE TECHNIQUES	0.00%	0
DEVELOPMENTAL COMMUNICATIONS	0.00%	0
DANCE SPECIALTIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE	0.00%	0
ECONOMICS	5.22%	6
EDUCATION	0.87%	1
ENGINEERING, GENERAL TECHNOLOGY	0.87%	1
ELECTRONICS	0.87%	1
ENGINEERING, GENERAL	1.74%	2
ENVIRONMENTAL SCIENCE	0.87%	1
ENVIRONMENTAL STUDIES	0.87%	1
ENGLISH AS A SECOND LANGUAGE - Noncredit	0.87%	1
ESL CIVICS	0.00%	0
FINANCE	1.74%	2
FIRE TECHNOLOGY	0.00%	0
FRENCH	0.00%	0
GEOGRAPHY	0.00%	0
GEOLOGY	0.87%	1
GERMAN	0.00%	0
HEALTH	1.74%	2
HEBREW	0.00%	0
HISTORY	7.83%	9
HUMANITIES	0.00%	0
INTERNATIONAL BUSINESS	0.00%	0
ITALIAN	0.87%	1
JEWISH STUDIES	0.00%	0
JOURNALISM	0.00%	0
KINESIOLOGY	0.00%	0
KINESIOLOGY ATHLETICS	0.00%	0
KINESIOLOGY MAJOR	0.87%	1
LAW	3.48%	4
LIBRARY SCIENCE	0.00%	0
LINGUISTICS	0.00%	0
LEARNING SKILLS	0.00%	0

EOPS SSS Spring 2016

MARKETING	0.00%	0
MEDIA ARTS	0.00%	0
METEOROLOGY	0.00%	0
MANAGEMENT	0.00%	0
MICROBIOLOGY	2.61%	3
MACHINE SHOP - CNC	0.00%	0
MUSIC	0.00%	0
NURSING SCIENCE	4.35%	5
NUMERICAL CONTROL	0.00%	0
OCEANOGRAPHY	0.00%	0
PHILOSOPHY	0.87%	1
PHOTOGRAPHY	0.00%	0
PHYSICAL SCIENCE	0.00%	0
PHYSICS	8.70%	10
PHYSIOLOGY	6.96%	8
POLITICAL SCIENCE	3.48%	4
PSYCHOLOGY	8.70%	10
REAL ESTATE	1.74%	2
RECREATION	0.00%	0
RESPIRATORY THERAPY	0.00%	0
SOCIOLOGY	6.96%	8
SPANISH	7.83%	9
STATISTICS	8.70%	10
TOOL AND MANUFACTURING TECHNOLOGY	0.87%	1
THEATER	0.87%	1
SUPERVISED LEARNING ASSISTANCE	1.74%	2
VOCATIONAL EDUCATION	0.00%	0
Total Respondents: 115		

Q20 Do you have access to a computer at home?

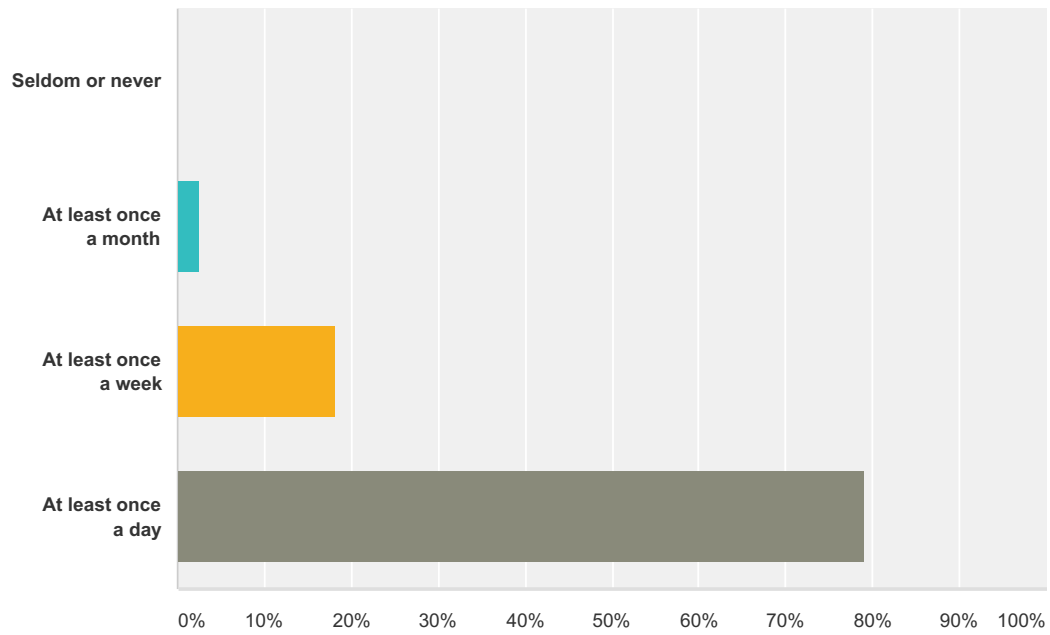
Answered: 115 Skipped: 15



Answer Choices	Responses
Yes	91.30% 105
No	8.70% 10
Total	115

Q21 How often do you access the internet and/or email?

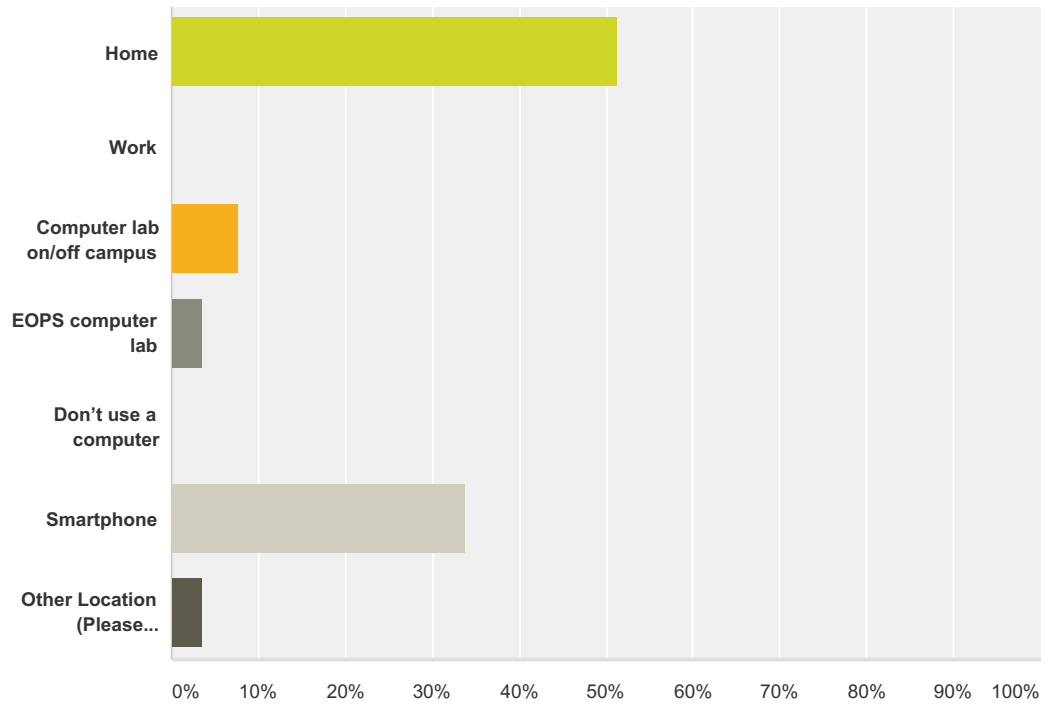
Answered: 115 Skipped: 15



Answer Choices	Responses	Count
Seldom or never	0.00%	0
At least once a month	2.61%	3
At least once a week	18.26%	21
At least once a day	79.13%	91
Total		115

Q22 How do you access your email and/or the internet?

Answered: 115 Skipped: 15



Answer Choices	Responses	
Home	51.30%	59
Work	0.00%	0
Computer lab on/off campus	7.83%	9
EOPS computer lab	3.48%	4
Don't use a computer	0.00%	0
Smartphone	33.91%	39
Other Location (Please Specify):	3.48%	4
Total		115